



Judicial Information System Committee (JISC)

Friday, February 26, 2016 (8:30 a.m. – 11:30 p.m.)

CALL IN NUMBER: 877-820-7831 PC: 572633#

SeaTac Facility: 18000 INTERNATIONAL BLVD, SUITE 1106, SEATAC, WA 98188

AGENDA

1.	Call to Order a. Introductions b. Approval of Minutes	Justice Mary Fairhurst, Chair	8:30 – 8:40	Tab 1
2.	JIS Budget Update a. 15-17 Budget Update b. Information Technology Budget Proviso Update c. Revenue Forecast	Mr. Ramsey Radwan, MSD Director	8:40 – 9:00	Tab 2
3.	Legislative Update	Ms. Mellani McAleenan, Assoc. Dir. Judicial & Legislative Relations	9:00 – 9:10	
4.	CIO Report a. AOC Tyler, County Clerk Odyssey Clarification Meeting Follow-Up	Ms. Vonnie Diseth, ISD Director	9:10 – 9:20	Tab 3
5.	JIS Priority Project #1 (ITG 2): Superior Court Case Management Update a. Project & Integrations Update b. Overtime and Backfill Caps Follow-Up Decision Point: Approve Steering Committee Recommendation c. Local Implementation Cost for Snohomish Decision Point: Approve Steering Committee Recommendation d. SC-CMS Bluecrane QA Report	Ms. Maribeth Sapinoso, PMP Mr. Ramsey Radwan, MSD Director Mr. Ramsey Radwan, MSD Director Ms. Maribeth Sapinoso, PMP Ms. Vonnie Diseth, ISD Director Mr. Allen Mills, Bluecrane	9:20 – 11:00	Tab 4
6.	E-Filing Plan Approach	Ms. Vonnie Diseth, ISD Director	11:00 – 11:10	Tab 5
7.	Committee Report a. Data Dissemination Committee – No Report	Judge Thomas Wynne	11:10 – 11:20	
8.	Meeting Wrap-Up	Judge Thomas Wynne	11:20 – 11:30	
9.	Information Materials a. ITG Status Report			Tab 6

Persons with a disability, who require accommodation, should notify Pam Payne at 360-705-5277 Pam.Payne@courts.wa.gov to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodations, when requested.

Future Meetings:

2016 – Schedule

February 26, 2016 - ** Start Time 8:30am

April 22, 2016

June 24, 2016

August 26, 2016

October 28, 2016

December 2, 2016

JUDICIAL INFORMATION SYSTEM COMMITTEE

December 4, 2015
10:00 a.m. to 2:00 p.m.
AOC Office, SeaTac, WA

DRAFT - Minutes

Members Present:

Justice Mary Fairhurst, Chair
Mr. Larry Barker
Ms. Lynne Campeau
Judge Jeanette Dalton
Chief Ed Green
Mr. Rich Johnson
Judge J. Robert Leach
Mr. Frank Maiocco
Judge G. Scott Marinella
Ms. Brooke Powell
Judge David Svaren
Mr. Bob Taylor
Mr. Jon Tunheim
Ms. Aimee Vance
Judge Thomas J. Wynne

Members Absent:

Ms. Callie Dietz
Ms. Barb Miner

AOC Staff Present:

Mr. Kevin Ammons
Ms. Kathy Bradley
Ms. Jennifer Creighton
Ms. Vicky Cullinane
Ms. Vonnie Diseth
Ms. Stephanie Happold
Mr. Mike Keeling
Mr. Martin Kravik
Mr. Dirk Marler
Ms. Pam Payne
Mr. Ramsey Radwan
Ms. Maribeth Sapinoso
Mr. Mike Walsh
Mr. Kumar Yajamanam

Guests Present:

Ms. Kathy Bowman
Ms. Linda Myhre Enlow
Mr. Paul Farrow
Judge Corrina Harn
Mr. Enrique Kuttemplon
Mr. Allen Mills
Mr. Othniel Palomino
Mr. Brian Rowe

Call to Order

Justice Mary Fairhurst called the meeting to order at 10:00 a.m. and introductions were made.

October 23, 2015 Teleconference Meeting Minutes

Justice Fairhurst asked if there were any corrections, other than the vote by Aimee Vance, Rich Johnson responded to the Iteration A date correction to past tense, with these corrections the October 23, 2015 meeting minutes, were deemed approved by Justice Fairhurst.

JIS Budget Update (15-17 Biennium)

Mr. Ramsey Radwan provided a budget update on the 15-17 green sheet. Allocations and expenditures on track and on budget at this time.

Mr. Radwan presented and reviewed the list of legislative provisos. Updates will be provided at each meeting until completed.

CIO Report

Ms. Vonnie Diseth reported on Proviso 3A that Mr. Radwan discussed. This proviso requires AOC to work with the County Clerks on the concerns they have regarding Security and Document Management with regards to the Odyssey Implementation.

A meeting was held on October 13th 2015 with 6 County Clerks, Tyler Technologies and AOC. The purpose was to clarify and understand the issues. There were 4 issues that required a cost estimate be put forth from Tyler Technologies. Meetings are being scheduled with the third party vendors to discuss the link-only option.

A response with cost estimates will be prepared and submitted to Legislature by January 1, 2016.

Access to Justice Technology Principles Bi-Annual Report to the Supreme Court

Mr. Kumar Yajamanam presented the Access to Justice Technology Principles Bi-Annual Report for approval.

Report was unanimously approved and will be sent to Chief Justice Madsen.

I move to approve the 2015 Access to Justice Technology Principles Report to the Supreme Court.

Motion: Judge Thomas Wynne

Second: Judge Jeanette Dalton

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Lynne Campeau, Judge Jeanette Dalton, Chief Ed Green, Mr. Rich Johnson, Judge J. Robert Leach, Mr. Frank Maiocco, Judge G. Scott Marinella, Ms. Brooke Powell, Judge David Svaren, Mr. Jon Tunheim, Mr. Bob Taylor, Ms. Aimee Vance, Judge Thomas J. Wynne

Opposed: None

Absent: Ms. Callie Dietz, Ms. Barb Miner

Data Dissemination Committee

Ms. Stephanie Happold presented Data Dissemination Committee's amendment to the Courts of Limited Jurisdiction JIS Retention Schedule Policy 14.01. The amendment changes the retention schedule of small claims cases from 5 years to 10 years. Upon approval AOC will update the departmental policy.

I move to adopt the Data Dissemination Committee's amendment to the Courts of Limited Jurisdiction JIS retention schedule that changes the retention of small claims cases from five to ten years, and to forward it on to the Administrative Office of the Courts to amend its departmental policy 14.01 pursuant to JISCR 8.

Motion: Mr. Rich Johnson

Second: Judge Scott Marinella

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Lynne Campeau, Judge Jeanette Dalton, Chief Ed Green, Mr. Rich Johnson, Judge J. Robert Leach, Mr. Frank Maiocco, Judge G. Scott Marinella, Ms. Brooke Powell, Judge David Svaren, Mr. Jon Tunheim, Mr. Bob Taylor, Ms. Aimee Vance, Judge Thomas J. Wynne

Opposed: None

Absent: Ms. Callie Dietz, Ms. Barb Miner

ITG #2 – SC-CMS Update

Ms. Maribeth Sapinoso provided an update on the SC-CMS project beginning with the success of the Party/Person Replication effort. Ms. Sapinoso continued the updates with the successful Odyssey implementation of the three Early Adopter Counties: Franklin, Thurston, and Yakima on November 1, 2015 including the successful implementation of the counties' local integrations. Several of the Early Adopter stakeholders attended this meeting to express their experience with the recent Go Live event and addressed questions from the committee members. Next, Ms. Sapinoso provided an update on the successful implementation of the Odyssey Portal to the general public and the Project Steering Committee's approval of the statewide rollout for the remaining 31 counties. Ms. Sapinoso then concluded with the project activities currently in progress with Event #3 (Snohomish County) and Event #4 (Spokane, Asotin, Columbia, Garfield, Whitman) including activities involving the Pilot and Early Adopter counties.

The decision point for Overtime and Backfill Caps for Counties for SC-CMS Implementation Costs was tabled until the February 26, 2016 JISC Meeting.

AOC Expedited Data Exchange (EDE) Pilot Implementation Project

Mr. Kevin Ammons updated the committee on the status of the Expedited Data Exchange (EDE) project. Mr. Ammons pointed out that even though the presentation materials indicated a project manager had been hired for the EDE project, the individual had decided to decline the employment offer after the presentation materials were prepared. Mr. Ammons did inform the JISC that three other staff members had joined the project team. Mr. Ammons continued by reporting that procurements were being developed for an independent quality assurance vendor and integration efforts.

Mr. Ammons then presented a decision point to approve an interim process for updating the JIS Data Standards. He explained that the goal of the process was to enable a quick response to emerging data needs to support the EDE project's support of the King County case management systems implementations. Members proposed changes to the process to clearly indicate that the interim process is only for the King County Implementations and that provisionally approved changes must be brought to the next regularly scheduled JISC meeting.

Justice Mary Fairhurst updated the committee on her decision to pull Rule 13 request from the Rules Committee. The purpose as originally documented for submitting the rule change has evolved and is no longer the current direction being taken. Justice Fairhurst decided it was better to pull it back. If there is a need to revisit the rule change it can be amended and brought forward again.

I move we ratify Justice Fairhurst's decision as JISC chair, to withdraw Proposed Rule 13 Amendments from the Supreme Court Rules Committee.

Motion: Judge J. Leach

Second: Judge Thomas Wynne

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Lynne Campeau, Judge Jeanette Dalton, Chief Ed Green, Mr. Rich Johnson, Judge J. Robert Leach, Mr. Frank Maiocco, Judge G. Scott Marinella, Ms. Brooke Powell, Judge David Svaren, Mr. Jon Tunheim, Mr. Bob Taylor, Ms. Aimee Vance, Judge Thomas J. Wynne

Opposed: None

Absent: Ms. Callie Dietz, Ms. Barb Miner

Mr. Kevin Ammons presented the Decision Point for JIS Standards Update Process.

I move the JISC approve the interim process for requesting updates to the JIS Data Standards as recommended from the Expedited Data Exchange (EDE) Project Steering Committee for the current King County projects.

Motion: Judge J. Leach

Second: Judge Thomas Wynne

Voting in Favor: Justice Mary Fairhurst, Mr. Larry Barker, Ms. Lynne Campeau, Judge Jeanette Dalton, Chief Ed Green, Mr. Rich Johnson, Judge J. Robert Leach, Mr. Frank Maiocco, Judge G. Scott Marinella, Ms. Brooke Powell, Judge David Svaren, Mr. Jon Tunheim, Mr. Bob Taylor, Ms. Aimee Vance, Judge Thomas J. Wynne

Opposed: None

Absent: Ms. Callie Dietz, Ms. Barb Miner

Mr. Othniel Palomino provided updates on both the King County District Court and Clerks Office Projects.

King County District Court has gone through three weeks of demos from vendors. During October and November site visits were made. A decision on an apparent successful vendor was made this week and we are in the early stages of contract negotiations.

The King County Clerk's office is currently in the process of doing vendor demonstrations and will do site visits in January 2016. February 2016 is the target for a decision on an apparent successful vendor and will start contract negotiations.

ITG #45 – AC-ECMS Update

Mr. Martin Kravik presented a status update on the AC-ECMS project. He reported that vendor development of Iteration B was completed and turned over to AOC for User Acceptance Testing (UAT) on October 30, 2015. AOC spent two weeks in prepping the system for UAT.

Vendor-supplied court staff training for Iteration B occurred during the week of November 16, 2015. UAT began on November 23, 2015.

AOC held UAT orientation sessions for the appellate courts to get them started on the process of executing test scripts and reporting any found system defects.

Iteration B UAT continues until January 22, 2016 at which time the project executive steering committee will decide if Iteration B is accepted. Assuming acceptance, the remaining scope, schedule, and cost will be renegotiated with the vendor.

The first phase of modifications to eFiling is complete and a pilot of the system will be conducted with specific Supreme Court filers.

Lastly, the project's solutions architect has left AOC for another opportunity. Another has been assigned to the project and transition activities are taking place.

ITG 41 Priority Project #3 – CLJ Revised Computer Records Retention/Destruction Process

Ms. Kate Kruller, ITG 41 Project Manager, updated the JISC on the CLJ Revised Computer Records Retention and Destruction Process.

Ms. Kruller reported that project team completed the deployment of Iteration 1 for all 190 courts processed (this applied existing records destruction rules, plus eTicket and VRV compliance rules in each court). Ms. Kruller reported the project team found no errors during the implementation process. Development work on Iteration 2 New Rules was completed in October.

On October 4, the ITG 41 Project changed the Case Disposition (CSD) Screen to activate the Permanent Retention Flag for all courts. For Iteration 2, the pilot court list has been updated: Everett Municipal Court, Yakima Municipal Court, Cowlitz District Court, Mason County District Court and Kirkland Municipal Court. The project pilot courts have been provided "non-commit" reports (these show exactly what cases the system finds will qualify to be destroyed if the process were to actually run in their court).

The timelines for the next steps are as follows:

October 4, 2015 – February AOC makes the CSD screen feature available early to allow courts plenty of time to flag the cases Judges order to be retained, before the new destruction process begins.

Note: The first Pilot Court (Everett Municipal) has at least a 90-day period to flag cases (many courts have much more time before they are processed in alphabetical order during 2016). This is a waiting period the Steering Committee selected.

February, 2016: Iteration 2 New Rules are scheduled to be implemented in - starting with the first Pilot Court (Everett Municipal). AOC will run the new process through the other pilot courts in early 2016, then begin processing all the remaining courts in alphabetical order. Once the Iteration 2 New Rules processing is underway, it will take a number of months to complete working through all 190 courts, just as we have experienced with Iteration 1

The Project Manager will keep the ITG Project Steering Committee and Pilot Courts apprised of ITG 41 Project progress going forward in to the implementation. Ms. Kruller will report back to the JISC in February, 2016 with any updates.

ITG #102 – CLJ-CMS Update

Mr. Michael Walsh presented the project update on the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) project. Regarding recent activities; the Court User Work Group completed all the court and probation business requirements. The project is currently in the process of finalizing these requirements along with the other requirements necessary for inclusion in a Request for Proposal such as the management, service delivery, and administration requirements.

The project team is moving forward with acquisition planning as they have examined the market for case management solutions that meet the district and municipal courts needs for capability and capacity. Upon reviewing the options the Project Steering Committee endorsed proceeding with an open competitive procurement. The Project Steering Committee are now overseeing the work of the Project Team and the AOC Contracts Office to assemble, review, then approve the acquisition plan and schedule.

Mr. Walsh covered the key work activities and milestones of the acquisition approach including the plan, finalize requirements, develop RFP, publish RFP, evaluate proposals, select best choice, and negotiate the contract. In order to accomplish such a large undertaking include the commitment and participation of a number of organizations outside of the project team. He called out the following key roles in the CLJ-CMS acquisition process; JISC, CLJ-CMS Steering Committee, AOC Leadership, the Assistant Attorney General, an Independent QA Vendor, the RFP Coordinator, and the, yet to be determined, CLJ-CMS Evaluation Team.

Looking ahead the project team plans to finalize the RFP requirements and have them ready for the RFP in February 2016; the finalized acquisition plan and schedule completed by March 2016. We are on target to initiate the RFP in April 2016 which starts as a readiness assessment by the Steering Committee with an anticipated RFP publication date 2-3 months later.

Committee Report

Judge Thomas Wynne reported the committee met on October 23rd. Data Driven Safety has asked for a contract amendment deleting a section that states DDS shall not release specific case information about individuals to any subscribers or third party entities.

The Committee decided that a review of the Data Dissemination Policy needed to take place. So they appointed a subcommittee consisting of three members, (Ms. Barb Miner, Ms. Aimee Vance, Judge Thomas Wynne and Ms. Stephanie Happold as staff member) to do the review and take the edits back to the DDC.

The Office of the Chief Information Officer's (OCIO) Senior Program Manager Will Saunders introduced himself to the Committee and spoke about key data issues and some strategies the executive branch was developing to address them. Mr. Saunders said the OCIO is interested in collaborating with the judicial branch to address data issues and Judge Wynne said he is welcome to join future meetings.

Washington State Patrol Identification and Criminal History Section requested access to sealed juvenile records to assist the Department in satisfying its requirements under RCW 13.50.260(8)(d). Approved for a limited purpose. DDC recognized AOC team who came up with solution for state patrol.

Center for Children and Youth Justice requesting access to DCH screen, which would require additional JIS LINK access. The Committee looked at the DD Policy for guidance and determined that the public purpose agency definition is very broad. The request was put on hold until the DD Policy review was completed.

DDC received a request from the Department of Justice Bureau of Justice Statistics (BJS) to change contract language with AOC for court data. DDC agreed to changes to the Governing Law and Audit sections; however, objected to the venue being designated outside the state of Washington. BJS Researchers are going to discuss proposed language with Department of Justice attorneys and get back to AOC.

The committee discussed odyssey portal access questions for different user roles. Committee decided that information available for the anonymous user via the Odyssey Portal mirrors the AOC public website.

DDC discussed Will repository and information available on the AOC public website. It will be an ongoing issue to revisit and discuss.

Mr. Brian Rowe stated DDS contract was of interest to Mike Katel former chair of ATJ Technology committee and the board would like to see a redlined version of the contract. Does this allow DDS to resell the records to a third party data warehouse vendor? They can resell to the extent allow by the contract. Mr. Rowe was directed to contact Ms. Stephanie Happold.

Adjournment

The meeting was adjourned by Justice Fairhurst at 1:45pm

Next Meeting

The next meeting will be February 26, 2016, at the AOC SeaTac Facility; from 8:30 a.m. to 11:30 p.m.

Action Items

	Action Item – From October 7th 2011 Meeting	Owner	Status
1	Confer with the BJA on JISC bylaw amendment regarding JISC communication with the legislature.	Justice Fairhurst	
	Action Item – From August 28th 2015 Meeting		
2	Starting with the October JISC meeting, create a chart of all the provisos, and report progress on them to date.	Ramsey Radwan	Ongoing
	Action Item – From December 4th 2015 Meeting		
3	Prepare cover letter for ATJ Principles Report and send Letter and Report to Chief Justice Madsen	Pam	Completed

**Administrative Office of the Courts
Information Services Division Project Allocation & Expenditure Update
2015-2017 Allocation**

Biennial Balances as of 1/31/2016

Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
Information Networking Hub (INH)			
15-17 Allocation	\$8,540,000	\$1,001,087	\$7,538,913
Information Networking Hub (INH) - Subtotal	\$8,540,000	\$1,001,087	\$7,538,913
Superior Court CMS			
15-17 Allocation	\$12,598,000	\$9,414,720	\$3,183,280
Superior Court CMS Subtotal	\$12,598,000	\$9,414,720	\$3,183,280
Courts of Limited Jurisdiction CMS			
15-17 Allocation	\$3,789,000	\$9,494	\$3,779,506
Courts of Limited Jurisdiction CMS - Subtotal	\$3,789,000	\$9,494	\$3,779,506
Appellate Courts Enterprise CMS			
15-17 Allocation	\$313,000	\$76,280	\$236,720
Appellate Courts Enterprise CMS - Subtotal	\$313,000	\$76,280	\$236,720
Equipment Replacement			
15-17 Allocation	\$2,365,000	\$508,605	\$1,856,395
Equipment Replacement Subtotal	\$2,365,000	\$508,605	\$1,856,395
TOTAL 2015-2017	\$27,605,000	\$11,010,186	\$16,594,814

IT
Budget Proviso
Update:
Document
Will Be Handed
Out at Meeting



December 24, 2015

TO: Senator Andy Hill, Chair
Senate Ways and Means Committee

Senator John Braun, Vice Chair
Senate Ways and Means Committee

Senator Bruce Dammeier, Vice Chair
Senate Ways and Means Committee

Senator Jim Hargrove, Ranking Member
Senate Ways and Means Committee

Representative Hans Dunshee, Chair
House Appropriations Committee

Representative Timm Ormsby, Vice Chair
House Appropriations Committee

Representative Bruce Chandler, Ranking Minority Member
House Appropriations Committee

FROM: Callie T. Dietz *Just For*
State Court Administrator

SUBJECT: SUPERIOR COURT CASE MANAGEMENT SYSTEM PROVISO

Section 114 (12) of Engrossed Substitute Senate Bill 6052, Chapter 4, Laws of 2015, requires that the Administrative Office of the Courts (AOC) provide cost estimates for added security and document management features of the superior court case management system to the fiscal committees of the legislature by January 1, 2016. In addition, Section 114 (15) requires certain activities to be complete by the dates specified. This letter is in response to those provisions.

In July 2013, in partnership with the state superior courts and county clerks, the AOC executed a contract with Tyler Technologies to purchase and implement a statewide superior court case management system. The system has been successfully implemented in four counties and will be implemented in thirteen more counties by the end of the 2015-2017 biennium.

Some county clerks raised concerns regarding document management and security in the statewide superior court case management system currently being deployed throughout the state. Between July and December 2015 the AOC, representatives of the county clerks, and the project vendor met twice to further identify and clarify the clerks' concerns. A total of fifteen items were initially identified. Of those, six were resolved by providing additional information and five will be addressed in a memorandum of understanding.

The remaining four items would require additional funding; therefore, cost estimates are provided below.

Audit Capability

The county clerks have requested modification of the commercial-off-the-shelf (COTS) statewide superior court case management system to allow for a "permanent trail of record changes and viewing." To meet this request, Tyler Technologies has proposed a workable solution involving additional software and the development of monitoring reports. It is estimated that an additional \$170,000 will be necessary to purchase the additional software and develop the necessary reports.

Confidential Transitory Records

The county clerks requested the ability to "permanently delete sensitive non-case documents." Tyler Technologies has proposed a workable solution involving the development of a process allowing for the permanent deletion of individual documents on a case and the ability to permanently delete all documents on a case. It is estimated that an additional \$63,000 would be necessary for development costs.

Improved Application Programming Interface (API) Protocol

The county clerks have requested "a rule-based API that does not require dual data entry to populate templates of local DMS documents" for those counties that choose to maintain their own document management systems (DMS). The AOC, Tyler Technologies, county clerks, and third party DMS vendors have met to discuss the previously identified and agreed upon "Link Only" solution. This option does not require dual data entry to populate templates of local DMS documents. No additional costs are required.

Local Costs for Judge Edition

The county clerks have requested that the state pay "...a Local DMS court to use Judge Edition..." for those counties that choose to retain their own document management systems and choose to use Judge Edition. The Judicial Information System Committee (JISC), the information technology oversight group for the state judicial branch, has yet to decide how costs will be allocated for those counties that choose to retain their legacy document management systems. The current estimate is \$42,000 for each instance of a local DMS. An instance can represent a stand-alone DMS software product or different versions (i.e., version 1.0 versus vs. 2.0) of a stand-alone DMS software product. Currently there are a minimum of eight stand-alone DMS software products or systems in use throughout the state; therefore, the estimated cost would be \$336,000. This amount does not assume different versions of the same DMS software product.

The Administrative Office of the Courts, in conjunction with the state superior courts and county clerks, has worked tirelessly to implement a statewide court case management system that meets the needs of all stakeholders. Continued support is critical to ensure full implementation as envisioned.

If you have any questions please feel free to contact me at (360) 357-2120 or at callie.dietz@courts.wa.gov.

cc: Senator Kevin Ranker
Ranking Minority Member, Senate Ways and Means Committee

Representative Kevin Parker
Assistant Ranking Minority Member, House Appropriations Committee

Representative J.T. Wilcox
Assistant Ranking Minority Member, House Appropriations Committee

Judicial Information System Committee

Honorable Kim C. Morrison
Chelan County Clerk

Summary of County Clerk's Concerns with the Odyssey Implementation

December 24, 2015

Security Issues:				
Issue	What we need	Includes	Issue Resolution Category	Action Items from 10/13/15 Meeting. Refer to Meeting Minutes for a summary of the detailed discussion.
Audit Capability	Permanent trail of record changes and viewing	Configurable reports to show data entry, revision and viewing of docket, criminal history & charges, financials, addresses, all case documents, confidential record access.	Requires Cost Estimate ----- \$170,000	Action Item 1 – Tyler will clarify their plans to improve Odyssey’s audit functionality, including when it will be implemented, estimated cost dependent on the Clerks’ requests, and whether this functionality is included in the current contract or if there will be an additional expense.
Gatekeeper of access	Custodian legally responsible for integrity of record has sole authority to grant ability to modify record & provide viewing rights, and can access all records under his/her care.	Events/docket; parties to case; all pleadings, orders, decrees, judgements, warrants, letters, minutes, records of proceedings; motion calendars; all financial records of the registry including addresses.	MOU	Action Item 2 – AOC will reaffirm the process in place to assign roles and rights. This may be an item to address within an MOU.
Quality Control	Case Verification	An efficient method that allows us to confirm accurate data entry of case type, titles, parties, charges, entry of judgments.	No Further Action Required	Action Item 3 – Tyler will create some examples of how verification can be achieved in Odyssey; this will include verification examples for receipting and docketing.
Data Security	Protection , redundancy of data entered into Odyssey, transparent communication re: security status and identified concerns.	Up-to-date security measures and procedures that the Office of the CIO will sign off as conforming to current industry best practices. Immediate disclosure to the record custodians of any data breaches. Mandatory, high quality training for all staf whose access to Odyssey could provide a potential avenue of risk to the system. Sufficiently frequent random audits of encryption, firewalls, redundancy, etc. to confirm Tyler's compliance with security agreements and contract provisions.	MOU	It was clarified by the county clerks at the meeting that the OCIO requirement is not an issue for them and that they are not asking for or requiring review or approval by the OCIO. They understand the separation of powers issue. Action Item 4 – AOC will produce an MOU or similar document which formalizes AOC's security plan for ensuring the security of court data. The agreement will also include sections regarding risk reduction, disaster recovery, and exit strategy.
Risk Reduction	Tyler Odyssey must not pose a risk to county Local Access Networks and their contents.	Review by the OCIO or other experts chosen by WSSAC and local IT experts to confirm that security features of Odyssey are sufficient to meet current industry best practices.	MOU	It was clarified by the county clerks at the meeting that the OCIO requirement is not an issue for them and that they are not asking for or requiring review or approval by the OCIO. They understand the separation of powers issue. Action Item 5 – AOC will schedule an IT security overview with Terry Overton (ISD IT Security Officer), Dennis Longnecker (ISD Infrastructure Manager), and the County Clerks and/or their IT staff to generally discuss data security, risk reduction, disaster recovery, and how AOC protects the courts' data.

Summary of County Clerk's Concerns with the Odyssey Implementation

December 24, 2015

Issue	What we need	Includes	Issue Resolution Category	Action Items from 10/13/15 Meeting. Refer to Meeting Minutes for a summary of the detailed discussion.
Disaster Recovery Plan	Clearly articulated protocol for restoration of our data and documents. ⁴	Written plans, to be updated on an agreed schedule, that address various scenarios including worst case scenarios and indemnify local courts from the cost of ransoming their stolen data, in the event security measures fail.	MOU	Action Item 4 – AOC will produce an MOU or similar document which formalizes AOC's security plan for ensuring the security of court data. The agreement will also include sections regarding risk reduction, disaster recovery, and exit strategy.
Exit Strategy	A written agreement that assures return of local court data in a functional, accessible condition.	Provisions that satisfy the Secretary of State's recommendations for retention of electronic records in regard to end-of-contract return of local records with sufficient metadata to allow courts to have post-Odyssey use of their records.	MOU	This scenario is no different than what AOC currently has in place in the event that a court decides to stop using SCOMIS. AOC data is already useable and nothing changes. There are processes and procedures already in place. Action Item 4 – AOC will produce an MOU or similar document which formalizes AOC's security plan for ensuring the security of court data. The agreement will also include sections regarding risk reduction, disaster recovery, and exit strategy.
Contract	A memorialized, articulated nexus between the clerks as the local officials legally responsible for the integrity of Superior Court records, AOC as the user of the records, and Tyler as the vendor entrusted with the records' integrity.	A binding document detailing the roles and responsibilities of the parties, including limits and scope of data and document dissemination, and detailing the security measures the vendor has promised to provide.	No Further Action Required	As was clarified earlier, Tyler does not host Odyssey. Odyssey is hosted by AOC and resides on AOC's servers in their own Data Center. Action Item – See Action Item 4 under Data Security.

Summary of County Clerk's Concerns with the Odyssey Implementation

December 24, 2015

Issue	What we need	Includes	Issue Resolution Category	Action Items from 10/13/15 Meeting. Refer to Meeting Minutes for a summary of the detailed discussion.
Document Management:				
Administrative Records	Odyssey DMS.	Method for retaining non-case records that are not held by AOC.	No Further Action Required regarding Odyssey. However, Clerks have requested a follow-up letter.	General administrative records (i.e., juror files, personnel files, etc.) are not part of the Case Management system because they are not judicial records. Access and storage of local administrative records is outside the scope of the case management project.
Confidential Transitory Records	Odyssey DMS.	Ability to permanently delete sensitive non-case documents.	Requires Cost Estimate ----- (\$62,700)	Action Item 6 – Tyler will research all options available for the permanent deletion/destruction of documents.
Court Can Function without Internet	Odyssey DMS, in re: records.	Internet independent access to local image stores.	No Further Action Required	Odyssey resides on AOC servers and is accessed by counties via the State Government Network (SGN), not the Internet. If the internet goes down, it will not impact Odyssey. If the State Government Network (SGN) experiences an outage, then Odyssey will be impacted (as happens currently with SCOMIS).
Improved API protocol	Local DMS.	A rule-based API that does not require dual data entry to populate templates of local DMS documents.	Requires Cost Estimate ----- \$0 (No additional cost)	<p>Action Item 7 – AOC will research and answer the following questions: Can the 3rd party vendors start testing in a test environment? When will AOC and Tyler start working with Spokane, Liberty and Laserfiche? How does the process work via API's? Will AOC make the API tool kit available to the local courts so they may make local modifications, if necessary?</p> <p>Action Item 8 – Tyler will research and review the business process and will cost out alternative approaches, if necessary.</p> <p>Action Item 9 – Meetings will need to be scheduled with the Clerks/courts and 3rd party vendors.</p>
Risk Management	Local DMS/possibly Odyssey DMS.	Option to have no court documents retained in the AOC/Tyler cloud.	No Further Action Required	Based on the discussion concerning Improved API Protocol, answers/solutions were ascertained for this issue. It was determined that Judge Edition could be modified to work with each DMS vendor to pull in documents. Also, it was clarified that there is no cloud in which these court documents will be retained.

Summary of County Clerk's Concerns with the Odyssey Implementation

Issue	What we need	Includes	Issue Resolution Category	Action Items from 10/13/15 Meeting. Refer to Meeting Minutes for a summary of the detailed discussion.
Local Costs for Judge Edition	Local DMS.	Costs to access local records born by the State, not by county.	Requires Cost Estimate ----- \$336,000	<p>Action Item 10 – AOC will validate whether counties are responsible for costs associated with connecting to Odyssey when they choose to retain their own local DMS. The Clerks would like a clear definition of which costs will be assumed by the State and which by the local court (i.e.: hardware, software, development work, etc.). JISC minutes will also be reviewed to determine whether a decision has been made by the Committee regarding local DMS costs per vendor.</p> <p>Additional Action Item – The Clerks asked that when the local cost for Judge Edition is eventually presented to the Legislature, the figures should include costs associated with third-party DMS development to enable local records use of Judge Edition.</p>
Recommended Network Bankwidth (not minimum bandwidth)	Odyssey DMS and Local DMS.	Funding to upgrade local networks for download/upload of documents.	No Further Action Required	It was clarified that the project is providing any needed network enhancements to ensure adequate bandwidth for the counties. The cost of network upgrades is not falling to the counties, unless it is an internal issue. Also, AOC explained that we meet with the local court staff, including court IT, to discuss network issues well in advance of Odyssey implementation so that necessary upgrades may be completed. AOC is working with WaTech to ensure that bandwidth upgrades are planned in advance of the statewide rollout schedule.

Superior Court Case Management System (SC-CMS) Project Update

Maribeth Sapinoso, AOC Program Manager, PMP
Keith Curry, AOC Deputy Project Manager

February 26, 2015

Recent Activities

Event #3 – Snohomish County

- ✓ Completed Power User training.
- ✓ Completed two data (SCOMIS to Odyssey) conversion reviews – Dec 2015 and Feb 2016.

Event #4 – Asotin, Columbia, Garfield, Spokane, Whitman Counties

- ✓ Conducted implementation kickoff meetings.
- ✓ Conducted technical onsite visits.

Recent Activities

- ✓ Completed Odyssey forms training for five counties: Franklin, Lewis, Snohomish, Thurston, and Yakima.
- ✓ Completed advanced financials training.

Post Implementation Support

- ✓ Continue to provide operational support to Pilot and Early Adopter sites.
 - Conducting weekly Go Live issue tracking status meetings with the Early Adopter counties.
 - Addressing critical eService Tickets generated after Go Live.
 - Conducted post implementation on site support for Pilot and Early Adopter counties.

Odyssey Portal

- ✓ Streamlined registration process to minimize impacts to users and counties.
- ✓ Created Odyssey Registration Portal Presentation on AOC public website:
(https://aocecccl.adobeconnect.com/_a836062017/portaledgeistration/)

Supervision Module

- ✓ Completed business process reviews.
- ✓ Prepare for end user training - March 1-3, 2016.
- ✓ Prepare for implementation and go live support for Lewis and Thurston counties - March 7, 2016.

Challenges

- AOC Staffing Resources
 - Project rollout
 - Operational support
- Known System Issues
 - Public access (Portal)
 - Data entry errors affecting JIS
 - Ability to generate Enterprise Custom Reports (ECR) in a timely manner
 - Statewide forms
- Time in Schedule to resolve Issues

Project Steering Committee

- ✓ Project Steering Committee approved the recommended SC-CMS implementation costs rules for Event #3 (Snohomish County) – February 9, 2016

Event 3 Snohomish Implementation

MILESTONES or PROJECT DELIVERABLES	CURRENT PLAN DATE
✓ Event 3 Kickoff Completed	October 2015
✓ Event 3 Local Court Configurations Begins	October 2015
✓ Event 3 First Data Conversion Push & Power User Review	November 2015
Event 3 60 Day Go-Live Readiness Assessment	March 2016
Event 3 30 Day Go-Live Readiness Assessment	April 2016
Event 3 Document Image Extracts Completed	April 2016
Event 3 End-User Training Completed	April 2016
Event 3 County Go-Live	May 2016

Decision Point

- SC-CMS Implementation Cost Rules for Event # 3 – Snohomish County
- Authorization for the SC-CMS Project Steering Committee to approve local implementation costs not to exceed a designated amount.

Judicial Information System Committee Meeting

February 26, 2016

DECISION POINT – 2014 Decision Packages

MOTION:

I move that the JISC approve the overtime and backfill limitations for the remainder of the SC-CMS project as detailed in the attached “Overtime and backfill reimbursement limitation recommendation.”

I. BACKGROUND

RCW 2.68.010 provides that the JISC “shall determine all matters pertaining to the delivery of services available from the judicial information system.” RCW 2.68.020 provides that the Administrative Office of the Courts (AOC) shall maintain and administer the Judicial Information System (JIS) account. JISC Rule 1 requires the Administrator for the Courts to operate the JIS, under the direction of the JISC and with the approval of the Supreme Court. JISC Rule 4 requires the Administrator for the Courts to prepare funding requests, under the direction of the JISC and with the approval of the Supreme Court.

The State has limited resources to apply to the SC-CMS project and counties across the state have limited resources to participate in the Odyssey rollout. On June 27, 2014 the JISC approved the SC-CMS Project Steering Committee’s recommendation regarding state and local cost rules for implementation.

II. DISCUSSION

The proposed reimbursement limits for overtime and backfill costs are based on cost estimates provided by the three Early Adopter counties and Snohomish County. In order to ensure consistent application of reimbursement principles for local overtime and backfill costs associated with the remaining implementation of the SC-CMS and to ensure that costs do not exceed funding availability, AOC recommends that the JISC approve cost reimbursement limits. If there are extraordinary circumstances which cause costs to exceed the limits, the court or county clerk can request a review of the limits.

III. PROPOSAL

AOC recommends that the JISC approve the cost reimbursement limits as proposed.

IV. OUTCOME IF NOT PASSED

If not passed, inconsistent reimbursement practices could occur, and there is a possibility that insufficient funds would be available to reimburse local costs through the end of the project.

Judicial Information System Committee Meeting December 4, 2015

Overtime and backfill reimbursement limitation recommendation

In order to ensure consistent application of reimbursement principles for overtime and backfill costs associated with the implementation of the SC-CMS and to ensure that costs do not exceed funding availability, AOC recommends that the JISC approve cost reimbursement limits.

The proposed limits were based upon cost estimates provided by the Yakima, Thurston and Franklin County Clerks and the Thurston and Yakima County Superior Courts. The proposed limits are:

Judge FTE Range	Limit Superior Court	Limit Superior Court Clerk
0-4 Small	\$5,000	\$10,000
5-11 Medium	\$25,000	\$50,000
>11 Large	\$30,000	\$60,000

**SC-CMS Cost Rules for Pilot, Early Adopters, and Event #3 (Snohmish County) Implementation
Actual and Projected Expenses**

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS						
		State	Local	Lewis (Pilot)	Franklin (EA)	Thurston (EA)	Yakima (EA)	Snohmish (#3) Projected
General	1) The State resources to apply to SC-CMS are limited and require Legislative appropriations.							
	2) Counties across the State have limited resources to participate in the Odyssey rollout.							
	3) The 2014 Proviso states that the AOC and JISC shall develop statewide superior court data collection and exchange standards. Upon implementation, these standards must be met by each superior court in order to continue to receive JISC funding or equipment and services funded by the account. For those courts that do not use the statewide superior court vendor solution as chosen by the JISC, JISC funds may not be allocated for (a) the costs to meet the data collection and exchange standards developed by AOC and JISC, and (b) the costs to develop and implement local court case management systems.							
	4) All reimbursements will comply with State and AOC rules and regulations.							
	5) Smaller local courts and clerks' offices, in particular, may necessitate State funding and assistance to ensure that no court that wants Odyssey is left behind. *A process needs to be developed to determine any financial assistance.							
	6) Larger courts and clerks' offices, notably Snohomish and Spokane counties may require a different proportion of State funding assistance due to a higher number of existing local court and clerk applications.							
	7) The costs associated with actual development and changes to existing local systems to work with Odyssey are factored into the category of "Technology Costs" under "Integration."							

**SC-CMS Cost Rules for Pilot, Early Adopters, and Event #3 (Snohmish County) Implementation
Actual and Projected Expenses**

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS						
		State	Local	Lewis (Pilot)	Franklin (EA)	Thurston (EA)	Yakima (EA)	Snohmish (#3) Projected
People Costs		\$219,920.79	\$0.00	\$5,000.00	\$16,100.00	\$69,000.00	\$56,720.79	\$73,100.00
Travel	Travel costs include costs directly related to CMS planning & implementation meetings and/or training for required attendees only.	\$11,600.00		\$3,000.00	\$8,600.00	\$0.00	\$0.00	\$0.00
	Travel costs include costs directly related to CMS planning & implementation meetings and/or training for optional attendees.							
Backfills/Contracted Resources	1) Costs directly related to regular staff overtime and/or temporary staff to replace and/or supplement staff who are attending CMS planning/implementation/business process/change management meetings and/or training.	\$208,320.79	\$0.00	\$2,000.00	\$7,500.00	\$69,000.00	\$56,720.79	\$73,100.00
	1a) County Clerk	\$145,820.79		\$2,000.00	\$7,500.00	\$40,000.00	\$37,220.79	\$59,100.00
	1b) Court Admin	\$56,500.00		\$0.00	\$0.00	\$29,000.00	\$13,500.00	\$14,000.00
	1c) IT	\$6,000.00		\$0.00	\$0.00	*	\$6,000.00	*
	2) Costs directly related to additional contracted resources (local IT contractors, for example) that are necessary to facilitate local court planning/implementation of the Odyssey system.							
3) Costs related to local IT staff and/or contracted local IT resources to facilitate integration and development of local side applications that are <u>not</u> part of the Odyssey system.								

* IT staff overtime is included in the County Clerk's estimate.

**SC-CMS Cost Rules for Pilot, Early Adopters, and Event #3 (Snohmish County) Implementation
Actual and Projected Expenses**

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS						
		State	Local	Lewis (Pilot)	Franklin (EA)	Thurston (EA)	Yakima (EA)	Snohmish (#3) Projected
Technology Costs		\$70,300.00	\$670.00	\$6,370.00	\$8,000.00	\$18,000.00	\$5,400.00	\$36,600.00
Data Conversion								
SCOMIS	Conversion of all SCOMIS data into Odyssey.	INCLUDED IN CONTRACT						
Local Court Applications	Includes data conversion where local court applications will be eliminated based upon Odyssey implementation, subject to prior approval by AOC.	INCLUDED IN CONTRACT						
Internal Integrations (court and clerks offices)	1) Similar functionality does not exist in Odyssey. *A process needs to be developed by the AOC and approved by the JISC. 2) Similar functionality exists in Odyssey and local court leaders choose to retain the local applications.							
Hardware/Networks								
Touch Screens-Odyssey DMS (SessionWorks: Judges Edition)	Touch screens are only required for those courts that wish to use SessionWorks for the judges. Primary use is to assist judges with access to document images on the bench where the judges have difficulty working with technology. In order to be state funded, touchscreens require SessionWorks and Odyssey DMS. Touchscreen replacement will be supported in accordance with the JISC equipment replacement policy.	\$65,000.00			4 court rooms \$7,000.00	10 court rooms \$17,000.00	12 court rooms \$5,400.00	21 court rooms \$35,600.00
Touch Screens-3rd Party DMS (SessionWorks: Judges Edition)	Touch screens integrated with 3rd Party DMS will be locally funded.							
Doc Mgmt scanning equipment	Counties that do not presently have document imaging systems or compatible equipment and want to use Odyssey's DMS - one time implementation cost.							
Bar Code Printers-Odyssey DMS (Optional)	One time hardware implementation cost (2 maximum per county).	\$4,000.00		\$1,000.00	\$1,000.00	\$1,000.00		\$1,000.00
Laser Printers	Dot matrix printers for check printing will be eliminated and will need to be replaced with existing or new laser printers.							
Storage hardware for local storage of documents with Tyler's Remote Document Storage (RDS)	Counties that do not presently have document imaging systems and want to use Odyssey's DMS with Remote Document Storage (RDS) - one time implementation cost.		\$70.00	\$70.00				
Software	Supported versions of Windows Operating Systems and Microsoft Office Software that are required to work with Odyssey.		\$600.00					
Network Bandwidth								
Central	Bandwidth requirements to optimize Odyssey response time as determined by AOC.							\$0.00
Bandwidth	For those counties who may require additional bandwidth to optimize Odyssey response time. *A process needs to be developed to determine any financial assistance.	\$5,300.00		\$1,700.00 Fee \$2,000.00* \$1600.00**	\$0.00	\$0.00	\$0.00	\$0.00

* \$500 additional monthly fee (March 2015 - June 2015)

** \$200 additional monthly fee (May 2015 - June 2015)

**SC-CMS Cost Rules for Pilot, Early Adopters, and Event #3 (Snohmish County) Implementation
Actual and Projected Expenses**

COST CATEGORIES	ASSUMPTIONS	PROJECT COSTS						
		State	Local	Lewis (Pilot)	Franklin (EA)	Thurston (EA)	Yakima (EA)	Snohmish (#3) Projected
Process Costs		\$28,750.00	\$0.00	\$3,900.00	\$1,925.00	\$1,500.00	\$1,925.00	\$19,500.00
Training	Already contemplated in project costs.							
Go-Live "Ride Along Strategy" for next implementation site to	Funding necessary to send designated Future Power Users to the appropriate Go Live End User Training as well as observe respective county at "Go-Live."	\$20,900.00	\$0.00	\$3,900.00	\$1,500.00	\$1,500.00	\$1,500.00	\$12,500.00
Go-Live "Ride Along Strategy" for last implementation site to support Early Adopters	Funding necessary to send designated Odyssey Site Power Users to a respecitve "Go-Live."	\$7,850.00	\$0.00		\$425.00		\$425.00	\$7,000.00
GRAND TOTALS		\$318,970.79	\$670.00	\$15,270.00	EA Total:	\$178,570.79	Snohmish Total:	\$129,200.00

Lewis (EA Ride Along)

Ruth	Allison	\$266.80
Susie	Parker	\$403.52
		\$670.32

Franklin

Patricia	Austin	\$64.00
Kimberly	Blasdel	\$318.00
Sara	Gore	\$520.40
Tiffany	Husom	\$671.20
Michael	Killian	\$520.40
Ruby	Ochoa	\$318.00
Connie	Rhodes	\$520.40
Carol	Vance	\$202.00

Franklin: \$3,134.40**Snohomish**

Rebecca	Baize	\$185.16
Janine	Bombach	\$402.16
De	Brandstrom	\$402.16
Tresa	Bredeson	\$198.00
Becky	Chun	\$402.16
Nick	French	\$404.16
Tim	Knutson	\$402.16
Christine	Liebsack	\$391.50
Dena	Marley	\$391.16
Heidi	Percy	\$404.16
Kristie	Shay	\$417.16
Fran	Tiffany	\$198.00

Snohomish: \$4,197.94

Judicial Information System Committee Meeting, February 26, 2016

DECISION POINT – Superior Court Case Management System – Implementation Cost Rules for Event #3 (Snohomish County)

MOTION:

- I move that the JISC approve the SC-CMS Project Steering Committee's recommendation regarding state and local implementation costs for Event #3 (Snohomish County) subject to the parameters set forth in the attached addendum – "*SC-CMS Implementation Cost Rules for Pilot, Early Adopter, and Event #3 (Snohomish County) – Actual and Projected Expenses*" -- not to exceed \$145,000.

I. BACKGROUND

The State has limited resources to apply to the SC-CMS project and counties across the state have limited resources to participate in the Odyssey rollout. Smaller local courts and clerks' offices, in particular, may necessitate State funding and assistance to ensure that no court implementing Odyssey is left behind.

On June 27, 2014, the JISC approved the SC-CMS Project Steering Committee's recommendation regarding state and local cost rules for implementation. The JISC amended the SC-CMS Project Steering Committee's recommendation restricting approval of the implementation cost rules to Pilot site only and changing the cost categories to "TBD" for local application integrations. Since specific costs for local implementation were unknown at that time, the JISC requested the Project Steering Committee to bring back a more specific estimate as to what the local implementation costs may be for early adopters and statewide rollout given the cost expended for the Pilot site implementation.

On June 26, 2015, the JISC approved the SC-CMS Project Steering Committee's recommendation of approximately \$43,350 to be expended on the Early Adopter Court Implementations. This estimated amount was the anticipated known costs leading up to Early Adopters implementation based on information gathered and expended for the Pilot site implementation and based on input from the Early Adopter sites. The JISC requested that for all other amounts, not yet known at that time, that the project provide more specific costs for JISC approval at their August meeting. The project worked with the Early Adopter counties to develop estimates for the remaining cost categories.

On August 15, 2015, the JISC unanimously approved AOC to spend up to \$125,000 for the Early Adopters Implementation of the Odyssey system. They also authorized the SC-CMS Project Steering Committee to resolve any disputes between AOC and the Counties regarding those expenses. The JISC made it very clear that their approval for the estimated expenditures for Early Adopters, does not set any precedent for any county after the early adopters one way or another for anything related to the JISC.

II. DISCUSSION

The limitations of available state and local funds to implement the SC-CMS may present a risk to the successful completion of the project. Snohomish County needs to know as soon as possible what costs are its responsibility, so that those costs can be included in the county's budget cycle with enough lead-time to obtain the necessary funds. By identifying the cost categories (People, Technology, and Process) and the related project costs, the county can begin assessing the impact on its budget and planning prior to the county's rollout.

The SC-CMS Project has provided known expenditures for the Pilot and Early Adopter sites which has helped project expenditures for Event #3 (Snohomish County).

The project is not asking for an open checkbook, but needs to have some flexibility to work within to allow for timely decision making.

OUTCOME IF NOT PASSED –

It is critical that this decision be made now, so that there are no schedule delays to the implementation of Event #3 (Snohomish County) for May 2016. If this decision is not made in a timely manner; the continued lack of understanding of where state and local costs will reside prior to implementation will have a negative impact on whether or not the SC-CMS project can be successfully implemented in Snohomish County.



bluecrane
**MANAGEMENT CONSULTING
FOR STATE AND LOCAL
GOVERNMENTS**

EXECUTIVE ADVISEMENT

QUALITY ASSURANCE

PROJECT OVERSIGHT

PROJECT MANAGEMENT

*INDEPENDENT VERIFICATION AND
VALIDATION (IV&V)*

RISK REDUCTION

**Quality Assurance
Report**
for the
State of Washington

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

SC-CMS Project

January 31, 2016

Prepared by
Bluecrane, Inc.





Table of Contents

PART 1: EXECUTIVE DASHBOARD.....	2
PART 2: DETAILED ASSESSMENT REPORT.....	8
PART 3: REVIEW OF <i>BLUECRANE</i> APPROACH	23



Part 1: Executive Dashboard

Introduction

This report provides the January 2016 quality assurance (QA) assessment by Bluecrane, Inc. ("*bluecrane*") for the State of Washington Administrative Office of the Courts (AOC) Superior Court – Case Management System (SC-CMS) Project.

Executive Summary

As reflected in the following Executive Dashboard and the detailed report which follows, our primary areas of concern for January continue to be related to the resource constraints that the project is experiencing. The lack of sufficient resources may impact the quality and completeness of project deliverables going forward as well as the ability to resolve county support issues in a timely manner.

As we noted in our December 2015 QA report, the SC-CMS Project Team and other AOC management and staff are making significant efforts to facilitate and complete the implementation readiness activities for upcoming Counties and **at the same time** provide adequate support to the counties that have implemented Odyssey. The rollout of upcoming counties and support of counties that have implemented Odyssey requires sharing the limited AOC, Tyler, and county resources that (1) are knowledgeable and proficient in Odyssey functionality and (2) have experience with deployment of the system.

We also noted in December that County support needs will increase over the next several years as Odyssey is implemented in the remaining counties, creating a "bubble" of demand for support resources that should eventually subside as court personnel increase their knowledge and skills in utilization of the system and business processes. If the support "bubble" is not addressed, counties may experience delays in obtaining support from AOC and the quality of the SC-CMS rollout to the remaining counties may be affected as the project team attempts to participate in both rollout and support activities.

AOC is taking a number of actions to mitigate the risks due to constrained resources. We are working with AOC to refine and articulate a strategy for dealing with this risk which is not likely to go away during the remaining course of SC-CMS implementation. During January, *bluecrane* staff met with SC-CMS Project staff in several working sessions that began with brainstorming and then moved into planning for how best to leverage power users, site coordinators, judges, clerks, administrators, and others to help fill some of the resource gaps. The SC-CMS OCM/Training Lead has developed a Stakeholder Engagement Plan that incorporates the outcomes of the January working sessions. She is beginning to review the plan with project leadership. *bluecrane* continues to be involved in these efforts.

Other areas of focus for *bluecrane* in early 2016 include data quality, user support and problem management, improvement of the rollout process, stakeholder engagement, and infrastructure capacity and performance.

Changes to Risk Assessment since Previous Report

The following table lists the risks we have identified and summarizes (1) those areas where risks continue from the previous report, (2) those areas of assessment for which our risk ratings have changed since our previous report and (3) new risks identified since the previous report.



Area of Assessment	Urgency	Nov 2015	Dec 2015	Jan 2016	New or Change Since Prior Report	Comments
1. People						
Staffing	Urgent Consideration	Risk Being Addressed	Risk	Risk	No Change in Assessment	<p>Project staffing continues to be a concern due to the increasing workload of supporting the four counties where Odyssey is now implemented while simultaneously planning and conducting implementation of Odyssey in additional counties in 2016. While the Project has taken a number of actions to mitigate this risk, we are continuing to assess this as a noteworthy risk as alternatives are considered in early 2016 and a definitive strategy is articulated (which may be, of necessity, to keep resources at the current level and lower expectations for the rapid resolution of issues for “implemented counties”).</p> <p>For detailed assessment, see: #Staffing</p>



Area of Assessment	Urgency	Nov 2015	Dec 2015	Jan 2016	New or Change Since Prior Report	Comments
1. People (continued)						
User Support and Operations	Urgent Consideration	No Risk Identified	Risk	Risk	No Change in Assessment	<p>As noted above, support of counties where Odyssey has already been implemented, in addition to facilitating the rollout of Odyssey to other counties in the future, is stretching available resources. This has begun to result in delays in resolving issues that are occurring in Odyssey production counties. Although work is underway to develop a plan for the transition of support and maintenance of SC-CMS to a sustainable model and organization within AOC, it is likely that a resource deficit will exist during the rollout timeframe.</p> <p>For detailed assessment, see: #Support</p>



Area of Assessment	Urgency	Nov 2015	Dec 2015	Jan 2016	New or Change Since Prior Report	Comments
1. People (continued)						
Stakeholder Engagement and Organizational Change Management	Serious Consideration	Risk	Risk	Risk Being Addressed	Risk Remains but Considerable Action Taken to Address	Additional stakeholder engagement and In January, the OCM/Training Lead developed a Stakeholder Engagement Plan and began reviewing the plan with project leadership. For detailed assessment, see: #OCM
Business Processes and System Functionality	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	No Change in Assessment	Staffing concerns extend to the ability to document business processes and complete the Odyssey configuration with quality results. For detailed assessment, see: #BusinessProcesses



Area of Assessment	Urgency	Nov 2015	Dec 2015	Jan 2016	New or Change Since Prior Report	Comments
2. Project Management and Sponsorship						
Project Schedule	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	No Change in Assessment	Resource constraints lead to concerns regarding the quality and completeness of project deliverables. A planning exercise is recommended to assign priorities to the work that must be completed over the next two years and to inform decision-makers on needed allocations of AOC, Tyler, and county resources to planned activities. <i>For detailed assessment, see: #Schedule</i>



Area of Assessment	Urgency	Nov 2015	Dec 2015	Jan 2016	New or Change Since Prior Report	Comments
3. Software						
Software Integrations	Very Urgent Consideration	No Risk Identified	No Risk Identified	Risk Being Addressed	Risk Level Increased	A backlog of data problems has developed due to the resource constraints identified in the Staffing area, Modifications to Odyssey will be implemented in February that will prevent the incorrect data entry thus preventing the generation of data problems. <i>For detailed assessment, see: #Integration</i>
4. Data						
Data Preparation	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	No Change in Assessment	Data quality problems in the current system will be transferred to the new system during conversion unless addressed by counties prior to their Go-Live. <i>For detailed assessment, see: #DataPreparation</i>



Part 2: Detailed Assessment Report



People

Category:	People	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Staffing	Risk Being Addressed	Risk	Risk
Urgency:	Urgent Consideration			

Observation/Risk: There has been significant effort by the SC-CMS Project Team and other AOC management and staff to facilitate and complete the implementation readiness activities for upcoming Counties and *at the same time* provide adequate support to the counties that have implemented Odyssey. The rollout of upcoming counties and support of counties that have implemented Odyssey requires sharing the limited AOC, Tyler, and county resources that (1) are knowledgeable and proficient in Odyssey functionality and (2) have experience with deployment of the system.

County support needs will increase over the next several years as Odyssey is implemented in the remaining counties, creating a “bubble” of demand for support resources that should eventually subside as court personnel increase their knowledge and skills in utilization of the system and business processes. If the support “bubble” is not addressed, counties may experience delays in obtaining support from AOC and the quality of the SC-CMS rollout to the remaining counties may be affected as the project team attempts to participate in both rollout and support activities.

Status: Although budget constraints and allocation of resources to other AOC operational areas and initiatives limit the amount of new resources that can be applied to the SC-CMS project, AOC is mitigating the risks of constrained resources by:

- Temporarily allocating staff from other areas of AOC to the SC-CMS project including allocating AOC Help Desk staff;
- Leveraging Tyler resources where possible;
- Leveraging business processes and Odyssey configurations from the implemented counties for the upcoming counties where Odyssey will be implemented;
- Preparing “Power Users” in the counties where Odyssey will be implemented in 2016 to become very proficient in the use of Odyssey so that they can assist other staff during the ramp-up following Go-Live;
- Utilizing “Lessons Learned” from the Lewis and Early Adopter County implementations in order to help ensure that it will be unnecessary to repeat “course adjustments” made during those implementations;



- Scheduling readiness activities to maximize use of limited resources for counties where Odyssey will be implemented in 2016;
- Engaging upcoming county staff to assist with readiness activities; and
- Engaging county staff from the four counties where Odyssey has now been implemented to assist each other and to help with future county implementations.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Category:	People	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	User Support and Operations	No Risk Identified	Risk	Risk
Urgency:	Urgent Consideration			

Observation: As identified in the Staffing area, support of counties where Odyssey has already been implemented, in addition to facilitating the rollout of Odyssey to other counties in the future, is stretching available resources. This has begun to result in delays in resolving issues that are occurring in Odyssey production counties. Although work is underway to develop a plan for the transition of support and maintenance of SC-CMS to a sustainable model and organization within AOC, it is likely that a resource deficit will exist during the rollout timeframe.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Category:	People	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Stakeholder Engagement and Organizational Change Management	Risk	Risk	Risk Being Addressed
Urgency:	Serious Consideration			

Observation/Risk: Although stakeholder engagement and organizational change management activities have been utilized to help prepare AOC and county staff for the transition to the new system, resource constraints have limited efforts in this area primarily to training activities. The project team continues to conduct periodic meetings with the counties that have implemented Odyssey to discuss operational issues and activities. The project team also meets with the next several counties who will implement Odyssey. Although these meetings along with periodic Town Hall meetings and training provide information to the counties, the communications and engagement with stakeholders are limited. Additional organizational change management activities would help smooth the transition to the new system and business processes.

Recommendation: Additional resources should be allocated to stakeholder engagement and organizational change management activities using the SC-CMS Communication Plan as a guide to help smooth the transition through increased communication and awareness activities. These stakeholder activities should be coordinated with the business process activities identified in the Business Process / System Functionality area.

Status: The SC-CMS Project Manager and OCM/Training Lead are beginning to allocate more time to strategic planning and engagement activities with stakeholders. In January, the OCM/Training Lead developed a Stakeholder Engagement Plan and began reviewing the plan with project leadership.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Category:	People	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Business Processes / System Functionality	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Urgency:	Serious Consideration			

Observation/Risk: The resource risk described above under “Staffing” has business process implications as well. Although the effort to review, revise, and document the business processes of the Early Adopter Counties was sufficient for the initial roll-out of SC-CMS, it is anticipated that additional effort will be needed to work with counties, both where Odyssey has already been implemented and those where implementation is planned, to complete the full analysis of the business processes.

Additionally, as the counties where Odyssey has already been implemented become more familiar with the solution in the months following their Go-Live events, modifications to business processes may be desired or required to improve efficiencies of the processes. For example, as the counties come to “trust” the system more, reliance on paper copies and forms may be reduced, along with any associated duplicate data entry.

To return to Executive Dashboard, click: [#ExecDashboard](#)

Category:	People	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Contract Management / Deliverables Management	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The list and schedule of vendor deliverables are identified in the Tyler contract and are being managed by the project team. Vendor deliverables required for Early Adopter Counties Go-Live events were completed in time for the implementations.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Project Management and Sponsorship

Category:	Project Management and Sponsorship	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Schedule	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Urgency:	Serious Consideration			

Observation/Risk: The resource risk described above under “Staffing” has schedule implications as well. As noted above, the SC-CMS Project is mitigating the resource risk through careful scheduling and execution of readiness activities for counties in which Odyssey will be implemented in 2016 while supporting the four counties where Odyssey was implemented in 2015. In some areas, activities are limited to the minimum necessary to continue with the county implementation schedule. For example, business process and configuration work has been limited and some project management activities have not been performed to the full extent. Although work on project activities related to future county implementations is progressing on schedule, concerns remain with over-allocation of resources and the potential for problems related to quality of deliverables, including the possibility of incomplete deliverables.

A planning exercise is recommended to assign priorities to the work that must be completed over the next two years and to inform decision-makers on needed allocations of AOC, Tyler, and county resources to planned activities. It may be necessary to decrease the scope of some activities, postpone activities, or eliminate some of them all together. The planning should engage stakeholders from all affected areas of AOC and include stakeholders from both counties where Odyssey has been implemented and those counties where Odyssey has yet to be implemented. After consensus has been reached on allocation of resources, expectations should be set with AOC and county stakeholders on the level of effort allocated to SC-CMS activities.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Category:	Project Management and Sponsorship	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Governance	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: Governance is defined in the Project Charter and is being executed effectively by the Project Leadership, Executive Sponsors, Steering Committee, and JISC.

To return to Executive Dashboard, click: [#ExecDashboard](#)

Category:	Project Management and Sponsorship	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Scope	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: Scope is being managed effectively through the Requirements Traceability Matrix, Tyler contract deliverables, and the Project Change Management process.

It may be necessary to decrease the scope of some implementation activities to more effectively utilize the limited project resources allocated to the project.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Category:	Project Management and Sponsorship	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	PMO Processes: Change, Risk, Issue, Quality Management	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The project is performing project management and tracking processes at a minimum level.

To return to Executive Dashboard, click: [#ExecDashboard](#)

Category:	Project Management and Sponsorship	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Budget	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: In August, the JISC gave the SC-CMS Steering Committee authority to make decisions on county spending for the three Early Adopter Counties within a \$125K budget.

The SC-CMS Project Team has addressed the lack of sufficient project resources in several ways, as noted in the Staffing section of this report.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Software

Category:	Software	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Software Integrations	No Risk Identified	No Risk Identified	Risk Being Addressed
Urgency:	Very Urgent Consideration			

Observation/Risk: Although the integration components that synchronize case and party data between Odyssey and other AOC judicial information systems (JIS) are working correctly, data errors are generated if information is not entered in a specific sequence in Odyssey. Due to the resource constraints identified in the Staffing area, a backlog of data problems has developed. Modifications to Odyssey will be implemented in February that will prevent future incorrect data entry, thus preventing the generation of data problems. Work-arounds for viewing data are being communicated to the Odyssey counties.

Additionally, AOC is working with counties and other stakeholders to develop a strategy to determine how best to implement the Odyssey e-Filing functionality.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Category:	Software	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Software Development and Configuration	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: Configuration of Odyssey for the Early Adopter Counties was completed in October for the November Go-Live event. Configuration for future counties will be performed prior to their Go-Live events. It is anticipated that modifications to statewide and local configurations will be made as the counties become more familiar with the new system in the coming months. Significant changes to the configuration will be approved by the CUWG and will be processed through the Change Management process.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Category:	Software	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Information Retrieval and Reporting	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A	No Risk Identified	No Risk Identified	No Risk Identified

Observation: Requirements gathering, analysis, and development of SC-CMS reports has been on-going since the early stages of the project. A minimum set of reports was made available for the Pilot and Early Adopter Counties. Additional reports will be developed as needed to fulfill requirements as they are identified for the upcoming and implemented counties. The project is conducting an analysis using Tyler resources to determine which of the legacy system reports that are still required can be replaced by Odyssey standard reports and which will require new reports developed using the Enterprise Custom Reports (ECR) tool.

The Odyssey Portal was implemented for the Pilot and Early Adopter Counties to provide case information access to selected members of the public, including attorneys and title companies. The public will continue to use JIS-Link to access case information for counties where Odyssey has yet to be implemented.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Data

Category:	Data	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Data Preparation	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Urgency:	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Observation/Risk: The AOC Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in data stored in the Judicial Information System (JIS) that will be used by counties to clean the data. The preparation of data for conversion is typically a long, tedious activity that should be started as early as possible since the county resources that are allocated to data clean-up also have daily operations responsibilities.

If counties do not allocate sufficient resources to data preparation activities, data problems will be transferred to the new system. Data quality issues may affect the synchronization and replication processes which could indirectly (or directly) impact court operations.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Category:	Data	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Data Conversion	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: Conversion activities including validation of converted data were completed in October for Early Adopter Counties.

The Project Team continues to work with other counties on conversion readiness activities, including converting documents for incorporating into Odyssey.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Infrastructure

Category:	Infrastructure	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Statewide Infrastructure	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The project continues readiness preparations to ensure sufficient capacity on the state network for the estimated volume of Odyssey and document management system transactions that will occur as counties are migrated into the production environment.

To return to Executive Dashboard, click: [#ExecDashboard](#)

Category:	Infrastructure	Nov 2015	Dec 2015	Jan 2016
Area of Assessment:	Local Infrastructure	No Risk Identified	No Risk Identified	No Risk Identified
Urgency:	N/A			

Observation: The SC-CMS project team is working with counties where Odyssey will be implemented in the future to ensure that the local county workstations have been configured correctly, and the county servers and network are appropriately sized to handle the volume at Go-Live. Purchases of additional workstation and server hardware are being made as needed to fulfill infrastructure requirements.

To return to Executive Dashboard, click: [#ExecDashboard](#)



Part 3: Review of *bluecrane* Approach

We began our Quality Assurance engagement for the AOC SC-CMS Project by developing an understanding of the project at a macro level. We started by analyzing the following five “Project Areas”:

- ***Project Management and Sponsorship***
- ***People***
- ***Application***
- ***Data***
- ***Infrastructure***

It is not our practice to duplicate Project Management activities by following and analyzing each task and each deliverable that our clients are tracking in their project management software (such as Microsoft Project). Rather, we identify those groups of tasks and deliverables that are key “signposts” in the project. While there are numerous tasks that may slip a few days or even weeks, get rescheduled, and not have a major impact on the project, there are always a number of significant “task groups” and deliverables which should be tracked over time because any risk to those items – in terms of schedule, scope, or cost – have a potentially significant impact on project success.

We de-compose the five Project Areas listed above into the next lower level of our assessment taxonomy. We refer to this next lower level as the “area of assessment” level. The list of areas of assessment grows over the life of the project. The following list is provided as an example of typical areas of assessment:

- ***Project Management and Sponsorship***
 - Governance
 - Scope
 - Schedule
 - Budget
 - PMO Processes: Change, Risk, Issue, Quality Management
- ***People***
 - Staffing
 - Stakeholder Engagement and Organizational Change Management
 - Business Processes / System Functionality
 - User Support and Operations
 - Contract Management / Deliverables Management
- ***Software***
 - Software Integrations
 - Software Development and Configuration



- Information Retrieval and Reporting
- **Data**
 - Data Preparation
 - Data Conversion
- **Infrastructure**
 - Statewide Infrastructure
 - Local Infrastructure

For each area of assessment within a Project Area, we document in our QA Dashboard our observations, any issues and/or risks that we have assessed, and our recommendations. For each area we assess activities in the following three stages of delivery:

- **Planning** – is the project doing an acceptable level of planning?
- **Executing** – assuming adequate planning has been done, is the project performing tasks in alignment with the plans the project has established?
- **Results** – are the expected results being realized? (A project that does a good job of planning and executing those plans, but does not realize the results expected by stakeholders, is a less than successful project. Ultimately, *results are what the project is all about!*)



Assessed status is rated at a macro-level using the scale shown in the table below.

Assessed Status	Meaning
Extreme Risk	Extreme Risk: a risk that project management must address or the entire project is at risk of failure; these risks are “show-stoppers”
Risk	Risk: a risk that is significant enough to merit management attention but not one that is deemed a “show-stopper”
Risk Being Addressed	Risk Being Addressed: a risk item in this category is one that was formerly red or yellow, but in our opinion, is now being addressed adequately and should be reviewed at the next assessment with an expectation that this item becomes green at that time
No Risk Identified	No Risk Identified: “All Systems Go” for this item
Not Started	Not Started: this particular item has not started yet or is not yet assessed
Completed or Not Applicable	Completed/Not Applicable: this particular item has been completed or has been deemed “not applicable” but remains a part of the assessment for traceability purposes.

We recognize that simultaneously addressing all risk areas identified at any given time is a daunting task – and not advisable. Therefore, we prioritize risk items in our monthly reports as:

1. Very Urgent Consideration
2. Urgent Consideration
3. Serious Consideration

Given the current phase of the SC-CMS Project, these priorities translate to:

1. Very Urgent Consideration – Potential Impact to Configuration of the System
2. Urgent Consideration – Potential Impact to Project’s Readiness for Implementation
3. Serious Consideration – Potential Impact to the Successful Management of the Project



Rating risks at the macro-level using the assessed status and urgency scales described above provides a method for creating a snapshot that project personnel and executive management can review quickly, getting an immediate sense of project risks. The macro-level ratings are further refined by describing in detail what the risk/issue is and what remedial actions are being taken/should be taken to address the risk/issue. The result is a framework for AOC SC-CMS management to evaluate project risks – in terms of business objectives and traditional project management tasks.

We summarize the *bluecrane* QA Dashboard in [Part 1](#) of our monthly report for review with client executives and project management. [Part 2](#) of our monthly report provides the detailed QA Dashboard with all of the elements described above.

Statewide E-Filing Policy Discussion

Vonnie Diseth, CIO

02/26/2016

Background

- Many counties not currently doing E-filing would like to begin doing so and are looking to the SC-CMS project to offer them a solution.
- E-Filing is out of scope for the SC-CMS Project and will not be implemented at this time.
- At their 12/1/15 meeting, the SC-CMS Project Steering Committee asked the AOC ISD Director to bring it to the next JISC meeting for discussion.
- At the 12/4/15 JISC meeting, the AOC ISD Director was asked to recommend an approach for moving forward at the February 22nd JISC meeting.

Why is this a Statewide Issue?

- The need for E-Filing spans all levels of court.
- E-Filing has many implications and affects many different stakeholder groups.
- Attorneys and other users of the court system have expressed a preference for consistency throughout the state.
- Legislators have asked AOC if the new case management systems will address this need.

Electronic Filing Policy Issues

Some examples . . .

- Should there be statewide consistency?
- What should be the charging model?
- Who pays the vendor if it is offered as Software as a Service (SAS)?
- Who is responsible to implement?
- Who is responsible to provide support?
- Who should receive fee waivers?
- Should it be mandatory for attorneys?
- What are the impacts to statutes or court rule?

Various Cost Models

- States across the country that have implemented E-Filing have implemented it using various cost models ranging from providing the service for free to using it as a revenue source.
- Decisions will need to be made as to how it should be implemented in Washington State.

Who Does E-Filing Now?

County	E-Filing Fee
King County	No E-Filing Fee, Mandatory for Attorneys Only
Pierce County	No E-Filing Fee, Mandatory for Attorneys Only
Thurston County	No E-Filing Fee
Clark County	No E-Filing Fee
Chelan County	\$15.00 for new filings, \$4.00-\$5.00 for existing cases.

Things To Consider

- E-Filing is not an IT or project issue; it is a business issue.
- Requires executive level involvement and leadership to lead the effort.
- AOC lacks capacity to take on yet another large (boulder size) effort.

Recommended Approach for Moving Forward

- Create an E-Filing subcommittee of the JISC.
- Subcommittee should have representation from each of the following stakeholder groups:

Appellate Courts	Superior Court	Court of Limited Jurisdiction	Others
Supreme Court	SCJA	DMCJA	ATJ
Court of Appeals	AWSCA	DMCMA	WSBA
	WSACC		Legislators

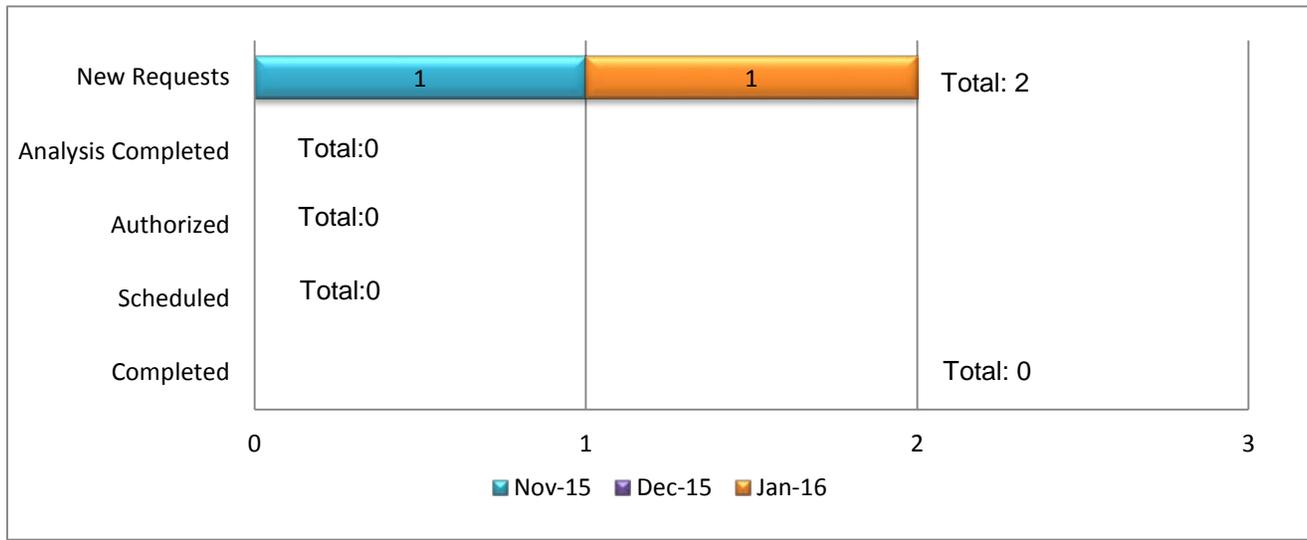
Open Discussion

Completed JIS IT Governance Requests

No ITG requests completed

Status Charts

Requests Completing Key Milestones



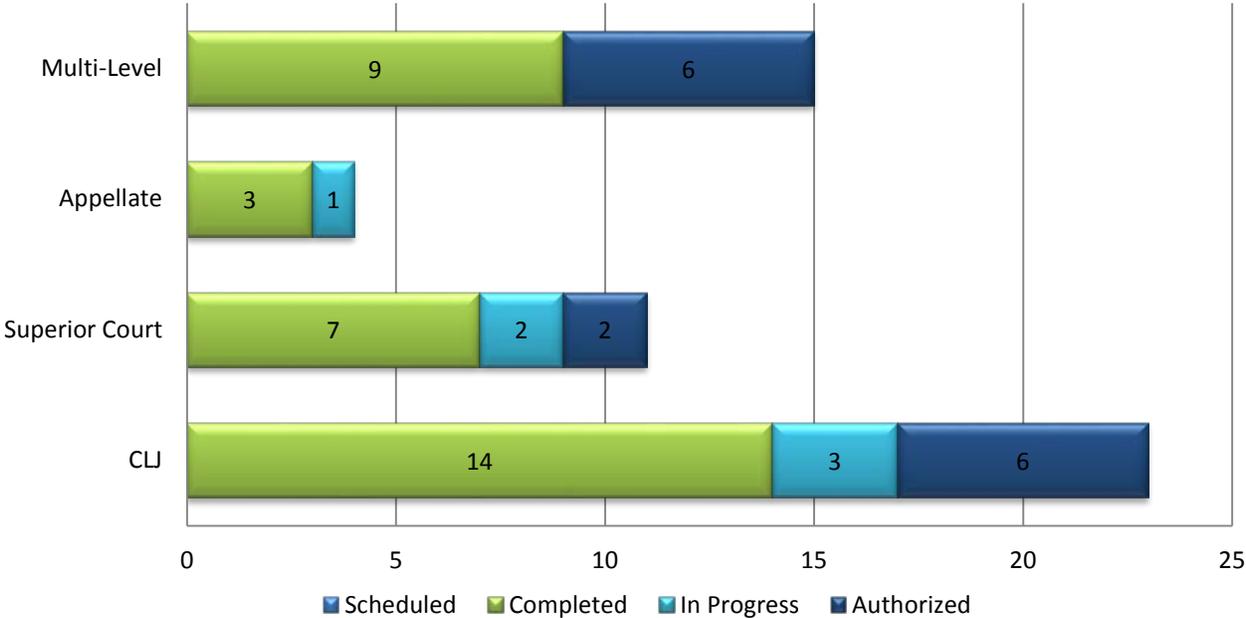
Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	12
Superior Court Judges Association	3	Data Management Steering Committee	0
Washington State Association of County Clerks	3	Data Dissemination Committee	2
Washington State Association of Juvenile Court Administrators	3	Codes Committee	5
District & Municipal Court Judges Association	3	Administrative Office of the Courts	5
Misdemeanant Corrections Association	0		

Court Level User Group	
Appellate Court	1
Superior Court	5
Courts of Limited Jurisdiction	10
Multi Court Level	8

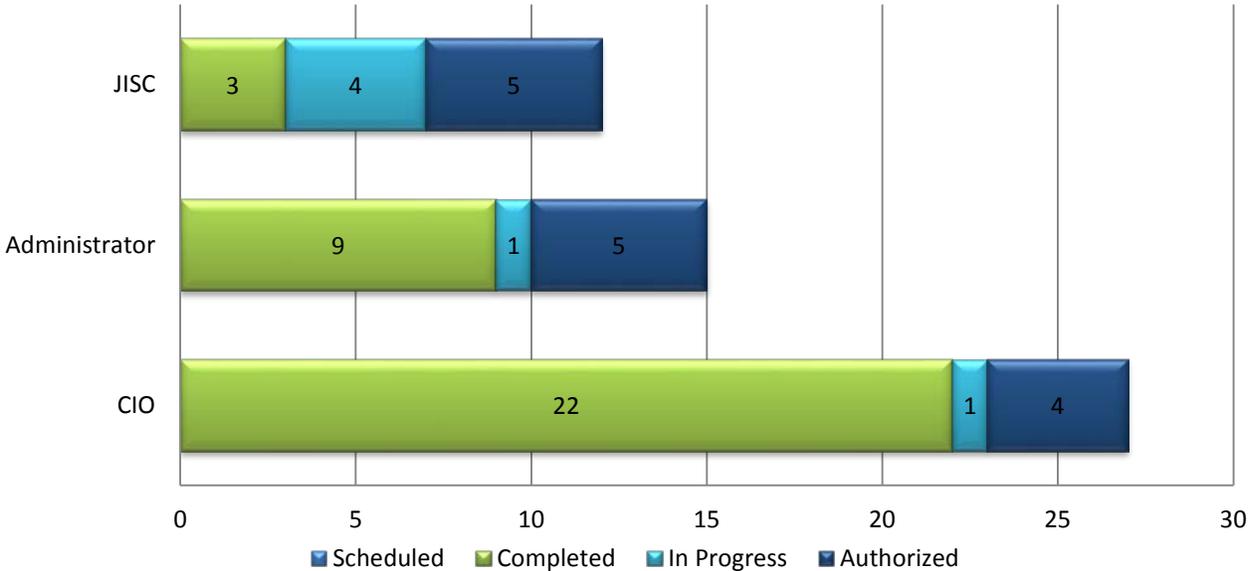
Status of Requests by CLUG

Completions Since ITG Inception



Status of Requests by Authorizing Authority

Completions Since ITG Inception



JISC Priorities					
Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	2	Superior Court Case Management System	In Progress	JISC	High
2	45	Appellate Court ECMS	In Progress	JISC	High
3	41	CLJ Revised Computer Records and Destruction Process	In Progress	JISC	High
4	102	Request for new Case Management System to replace JIS	In Progress	JISC	High
5	27	Expanded Seattle Municipal Court Case Data Transfer	Authorized	JISC	High
6	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
7	7	SCOMIS Field for CPG Number	Authorized	JISC	High
8	26	Prioritize Restitution recipients	Authorized	JISC	Medium
9	31	Combine True Name and Aliases for Timepay	Authorized	JISC	Medium

Appellate CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	45	Appellate Courts ECMS	In Progress	JISC	High

Superior CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	107	PACT Domain 1 Integration	Authorized	Administrator	High
2	7	SCOMIS Field for CPG Number	Authorized	JISC	High
3	158	Implementation of MAYSI 2	In Progress	CIO	High

Non-Prioritized Requests

N/A	2	Superior Court Case Management System	In Progress	JISC	High
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Courts of Limited Jurisdiction CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	102	New Case Management System to Replace JIS	In Progress	JISC	High
2	27	Expanded Seattle Municipal Court Case Data Transfer	Authorized	JISC	High
3	41	CLJ Revised Computer Records Retention and Destruction Process	In Progress	JISC	High
4	106	Allow Criminal Hearing Notices to Print on Paper and allow edits	In Progress	Administrator	Medium
5	32	Batch Enter Attorney's to Multiple Cases	Authorized	CIO	Medium
6	68	Allow Full Print on Docket Public View Rather than Screen Prints	Authorized	Administrator	Medium
7	46	CAR Screen in JIS	Authorized	CIO	Medium
8	31	Combine True Name and Aliases for Timepay	Authorized	JISC	Medium
9	26	Prioritize Restitution Recipients	Authorized	JISC	Medium

Multi Court Level CLUG Priorities					
Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	152	DCH and Sealed Juvenile Cases	Authorized	CIO	High
2	178	Race & Ethnicity Data Fields	Authorized	Administrator	Medium
3	116	Display of Charge Title Without Modifier of Attempt	Authorized	Administrator	Medium
4	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
5	141	Add Bond Transferred Disposition Code	Authorized	CIO	Medium
Non-Prioritized Requests					
N/A	3	Imaging and Viewing of Court Documents	Authorized	Administrator	Not Specified