

# Washington State Judicial Branch

## 2023-25 Biennial Budget

### Develop Integration Platform

**Agency:** Administrative Office of the Courts

**Decision Package Code/Title:** P1 – Develop Integration Platform

#### Agency Recommendation Summary Text:

The Administrative Office of the Courts (AOC) is requesting \$2.2 million dollars of expenditure authority per biennium for a holistic enterprise integration system based on the Microsoft Azure Integration platform in accordance with the approved AOC Infrastructure & Security Strategic Roadmap. This system will enable a “plug & play” environment between existing AOC systems, local court systems, and future systems. This solution will maximize system security and agility for meeting future integration needs and challenges while reducing operational and development costs over time. (General Fund —State)

#### Fiscal Summary:

	FY 2024	FY 2025	Biennial	FY 2026	FY 2027	Biennial
<b>Staffing</b>						
FTEs	0.00	0.00	<b>0.00</b>	0.00	0.00	<b>0.00</b>
<b>Operating Expenditures</b>						
Fund 001-1	\$1,156,000	\$1,081,000	<b>\$2,237,000</b>	\$225,000	\$225,000	<b>\$450,000</b>
<b>Total Expenditures</b>						
	<b>\$1,156,000</b>	<b>\$1,081,000</b>	<b>\$2,237,000</b>	<b>\$225,000</b>	<b>\$225,000</b>	<b>\$450,000</b>

#### Package Description:

The Administrative Office of the Courts (AOC) is receiving an increased volume of requests to build new systems and to integrate with more vendor and partner systems. At the same time, costs of supporting various lines of business have steadily increased over the years as data has needed to be exchanged between systems to support existing and new operational requirements. As AOC attempts to meet many of these challenges with standardized commercial off-the-shelf software, the agency must integrate these new software packages with each other, executive branch agency systems, and new software solutions individual courts are adopting to meet their unique needs. A common, industry standard integration approach is required to reduce costs, be flexible, and increase deployment speed and agility to meet these existing and future integration demands.

This integration platform will adopt a common communication standard for all systems thereby enabling new systems to be plugged into existing systems at a lower cost and with a much faster development time. It will also provide tools to enable systems to deal with surges in traffic on demand to reduce normal operational expenses. To create this enterprise integration platform and the external AOC API, the agency decided to keep with our current vendor, Microsoft, and use their new Azure Integration Platform as part of a larger effort to leverage more cloud computing resources.

This solution will also create a generic and unified API facing outside of AOC that 3rd Party Vendors, the courts, executive branch agencies and others can access to interact with court systems. This external facing API will facilitate the following data interactions with authorized systems:

- Case Data: Listing of cases, their participants and their general details.

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- Person Data: Basic information including a list of cases a given person is associated with for a given court.
- Court Resource Lists: Listing and details for resources within a court.
- Documents: The creation, updating and retrieval of court documents.
- Calendar Data: The schedules for a given person, court resource, court session, and hearing. Also, the ability to create, update and delete hearing information.
- Accounting Data: The list of account receivable charges and their details for a given party. Also, the ability to create, read, update and void payment information for a given party.

Once this two-year project is completed, the AOC will have a complete integration framework within its Azure tenant for four environments (test, development, preproduction, production). Each operational domain (enterprise data services, appellate courts, superior courts, courts of limited jurisdiction, and juvenile courts) will have staff able to build solutions with this integration platform and support those solutions directly. This package will fund development, implementation and operation of this solution for two years.

**Fully describe and quantify expected impacts on state residents and specific populations served:**

Many of the integration requests from local courts is to send data to locally-procured system that facilitate that courts efficient operations. This advanced technology architecture will allow each individual court to implement better services to the residents of Washington state in a more efficient manner. This will occur through more streamlined communications between local and state-wide court systems and improved flexibility to integrate emerging technologies for the courts.

**Explain what alternatives were explored by the agency and why they were rejected as solutions:**

The current approaches to custom integrations of every third-party piece of software in the state, but that the cost would be prohibitively expensive. An integration platform is the best approach because it provides a framework for easier and more standardized integrations. An options analysis produced by the AOC Architecture and Strategy team confirmed this with the conclusion that these current approaches are becoming cost prohibitive and restricting technology options for the courts.

**What are the consequences of not funding this request?**

The risks in not taking on this project include:

- Increased fragility in links between differing systems increasing the likelihood of data loss and/or system failure.
- A higher risk profile is adopted as AOC works to migrate off of legacy mainframe systems since all system integrations are tightly coupled.
- A more complex and diverse integration environment is increasingly resource intensive to secure leading to a higher probability of a significant security breach occurring and potentially not being detected.
- Not being able to adequately support local court operations that leverage 3<sup>rd</sup> party solutions to meet needs not covered by the Odyssey solution.

**Is this an expansion or alteration of a current program or service?**

No

**Decision Package expenditure, FTE and revenue assumptions:**

One-time and ongoing funding will be needed for software products, licenses, and professional services.

**Contract Staff (Object C)**

The contract staff included in this request would create a baseline version of the integration platform, its routing enterprise service bus, the external facing API, and the initial API's for existing AOC systems. They would also migrate existing AOC integration solutions from BizTalk to the Microsoft Azure Integration Platform. These contractors would generate standardized documentation on the functionality, technical design, and operational support of the solution. Then, existing AOC staff would be responsible for the long-term maintenance and enhancement of the integration platform.

*Business Analyst* to define the functional specifications and assist with quality assurance verification.

FY 2024 & FY 2025 One-Time: 2,250 hours for the biennium \* \$160 =\$360,000; \$180,000 per year

*Software Engineer* to generate technical design and build the integration platform using .NET and the Azure Integration Platform services.

FY 2024 & FY 2025 One-Time: 4,500 hours for the biennium \* \$160 =\$720,000; \$360,000 per year

*BizTalk Integration Specialist* to migrate BizTalk orchestrations to the Azure Integration Platform.

FY 2024 & FY 2025 One-Time: 1,200 hours for the biennium \* \$160 =\$192,000; \$96,000 per year

*Quality Assurance Analyst* to script and perform quality assurance tests.

FY 2024 & FY 2025 One-Time: 2,750 hours for the biennium \* \$160 =\$440,000; \$220,000 per year

**Purchased Services, Software and Licensing (Object E)**

*AZURE Platform Services* for orchestration, message queue, event grid, and API management services provided in a Platform as a Service (PaaS) pay as you go licensing agreement. These services would create development, test, pre-production, and production environments to build-out and maintain the solution. This includes secure and reliable data network connections between AOC data centers and the Microsoft Azure cloud.

Ongoing beginning FY 2024: \$225,000 software and licensing per fiscal year

*Microsoft Rapid Adoption Team Consulting* to ensure proper configurations and establish policies, standards, and processes to support the solution.

FY 2024 One-Time: \$5,000 training

*Advanced Microsoft Integration Platform Training* provided to AOC support and engineering teams so they can maintain, monitor, support, and develop on the new integration platform.

FY 2024 One-Time: \$45,000 training

*Odyssey API Extensions* to meet the initial needs of the external facing API.

FY 2024 One-Time: \$25,000 training

Expenditures by Object		<u>FY 2024</u>	<u>FY 2025</u>	<u>FY 2026</u>	<u>FY 2027</u>	<u>FY 2028</u>	<u>FY 2029</u>
C	Personal Service Contract	856,000	856,000				
E	Goods and Services	300,000	225,000	225,000	225,000	225,000	225,000
<b>Total Objects</b>		<b>1,156,000</b>	<b>1,081,000</b>	<b>225,000</b>	<b>225,000</b>	<b>225,000</b>	<b>225,000</b>

**How does the package relate to the Judicial Branch principal policy objectives?**

This package directly relates to Commitment to Effective Court Management Judicial Branch principle policy objectives. Moving in this new architecture direction will allow AOC and the courts to further expand cost effective services to all citizens of Washington State by allowing easier integrations between the array of systems used to support the courts of Washington.

**Are there impacts to other governmental entities?**

Once the system is established, AOC will be working with agencies and courts to shift to interacting via the external API system during new projects and technology upgrade efforts for existing system. This will provide easier access to opportunities for local courts and county clerks to adopt additional software to streamline their own processes while maintaining an integration to the state-wide court system.

**Stakeholder response:**

None

**Are there legal or administrative mandates that require this package to be funded?**

No

**Does current law need to be changed to successfully implement this package?**

No

**Are there impacts to state facilities?**

**Are there other supporting materials that strengthen the case for this request?**

Additional supporting documentation are included:

- CLJ Project Business Overview Document
- AOC Infrastructure & Security Strategic Roadmap

**Are there information technology impacts?**

This package will entail the purchase of licensing, consulting services, training, and contract services from Tyler Technologies.

**Attachments:**

CLJ Project Business Overview Document



CLJ CMS Integration  
Feasibility and Cost Analysis

AOC Infrastructure & Security Strategic Roadmap



AOC Infrastructure  
and Security Strategic

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