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# JIS Roadmap Bulletin

A monthly newsletter keeping the court community and justice partners informed on the modernization of Washington State's Judicial Information System

Sixth Edition

March 2007

## Core CMS Procurement Moves Full Steam Ahead *A Detailed Look into the RFP Schedule*

The Core Case Management System (CMS) Request for Proposal (RFP) was released to the public on Feb. 9, 2007, amid a flurry of excitement for the amount of time and effort that went into its creation. While its release is significant, the remainder of the RFP procurement schedule involves critical steps to ensure the project's success.

### **What has happened so far?**

Following the Core CMS RFP release, potential bidders had the opportunity to submit questions and seek additional clarification at a public bidder's conference in SeaTac on Feb. 23.

Approximately 42 people attended the bidder's conference, in person or via telephone. Subsequent written questions were then addressed and updated on a daily basis on the "Procurement" page of the Washington Courts Web site, at [www.courts.wa.gov](http://www.courts.wa.gov). The deadline to submit questions was March 9.

Interested bidders were asked to file a letter of intent to the AOC by March 12, and all proposals are due by 5 p.m. on March 30—17 days later than originally scheduled. The decision to grant an extension was made at the Feb. 23, Judicial Information System Committee (JISC) meeting. The JISC approved the extension to the time period vendors

have to respond to the Core CMS RFP after receiving several extension requests from potential bidders. The Core CMS Steering Committee recommended the extension to the JISC.

### **What now?**

Once all proposals are received and the bidders are identified, the procurement process will move into a proposal evaluation phase, which is scheduled for April 2-20. During this time, court staff, in partnership with the AOC, will do just that— evaluate proposals to ensure that they meet the mandatory requirements set forth in the



RFP. This process will conclude with the selection of vendor finalists to participate in the Proof of Concept (POC) Evaluation, which is scheduled for April 30-May 18. This evaluation will utilize court staff, representing the various court levels and court-related associations statewide.

The April edition of the *JIS Roadmap Bulletin* will have updated information related to the RFP procurement process and will provide a detailed look into the POC Evaluation phase—watch your inbox!

## Court Community Steps Up to Support JIS Roadmap

The JIS Roadmap has received an outpouring of support from the court community and various court associations. The following excerpts are from letters to our state's legislators from JIS Roadmap supporters regarding the JIS Roadmap and its projects.

### **COURT OF APPEALS**

*"As the Presiding Chief Judge of the Washington State Court of Appeals, I would like to relay the Court's full support of the efforts of the Judicial Information System Committee to acquire modern case management tools for Washington courts."*

**Judge Stephen M. Brown, Division III**

*Presiding Chief Judge*

*Washington State Court of Appeals*

### **DISTRICT AND MUNICIPAL COURT JUDGES' ASSOCIATION**

*"The JIS Roadmap is a business improvement project that leverages investment in systems and data to reduce costs by encouraging courts to adopt best practices and streamlined business processes. Additionally, the case management solution(s) resulting from this process will provide courts with better data upon which business decisions can be made."*

**Judge Richard Fitterer, Grant County District Court**

*President*

*District and Municipal Court Judges' Association*



### **WASHINGTON STATE ASSOCIATION OF COUNTY CLERKS**

*"An adequate and stable funding source is essential to the overall success of the JIS Roadmap. The Washington State Association of County Clerks (WSACC) respectfully requests that you provide the full amount of funding that the Administrative Office of the Courts has requested for the JIS Roadmap."*

**Hon. Pam Daniels, Snohomish County Clerk**

*President*

*Washington State Association of County Clerks*

## Enterprise Data Warehouse RFP Released

The Enterprise Data Warehouse (EDW) Request for Proposal (RFP) was released to the public on March 7 by the Administrative Office of the Courts (AOC) on behalf of the courts of Washington.

The procurement of the EDW is one of many steps to successfully implement the Judicial Information System (JIS) Roadmap. The RFP is designed to support the AOC's initiative of developing an EDW and its surrounding architecture in order to provide improved access to information for our state's court community and the public.

The AOC currently runs two separate data warehouses for the courts containing data from the appellate, juvenile, and limited jurisdiction courts. The procurement of an enhanced EDW will allow the data to be streamlined into one centralized location, which will be beneficial for future JIS Roadmap projects.

The deadline for vendor responses to the RFP is April 20, 2007, and the apparently successful vendor will be announced on or about May 18, 2007.

To view the EDW RFP, please visit the [Procurement page of the Washington Courts Web site](#). If you have questions related to the RFP, contact Farrell Presnell, [c.presnell@courts.wa.gov](mailto:c.presnell@courts.wa.gov).



# Rumor Control

*Designed to dispel rumors and answer questions related to the JIS Roadmap Project*

**W**elcome to Rumor Control, a monthly column designed to dispel rumors and answer questions related to the JIS Roadmap Projects.

***“The Core CMS RFP states that the successful bidder must have a software and implementation solution. Why is implementation important?”***

Tim Bates, director of the Information Services Division, answers:

***“Software provides only part of the solution. Successful implementation of the software will require considerable efforts related to the migration and conversion of existing data, re-establishing existing data exchanges utilizing the new data source, and development of a comprehensive training curriculum. In addition to these efforts, the installation of new software provides an opportunity to take a closer look at the processes that courts currently utilize to meet the needs of their customers and revise those processes to take advantage of the new technology.***

***All of these efforts need to be completed in a very short time frame (six months) requiring significant additional resources as well as some skill sets that we do not currently have at the AOC. We also have the resource requirement associated with keeping the current systems operational during the transition to the new system. Using a vendor who can provide these integration services, and who is closely linked to the software vendor, will take some of the risk out of this project and help us achieve the project goals in the desired time frames.”***

Do you  
have a  
question  
that needs  
“Rumor  
Control?”



E-mail questions to:  
[jisroadmap@courts.wa.gov](mailto:jisroadmap@courts.wa.gov)

## JIS Roadmap Stakeholders Updated on Project’s Status

The AOC hosted a JIS Roadmap Stakeholder Briefing, led by State Court Administrator N. A. “Butch” Stussy, and Information Services Division Director Tim Bates, on March 13. Fourteen representatives from various state agencies, including the Department of Information Services, Department of Licensing and the Washington State Patrol were in attendance.

The purpose of the meeting was to review the goals and objectives of the JIS Roadmap and to report on the work that has been done thus far.

“This was the first of many meetings of this kind, because it is essential that the agencies who rely on the AOC to provide court data understand the scope and projects related to the JIS Roadmap and how changes will affect them,” said Bates. “The next meeting will occur this summer, after an apparently successful Case Management System vendor has been selected.”

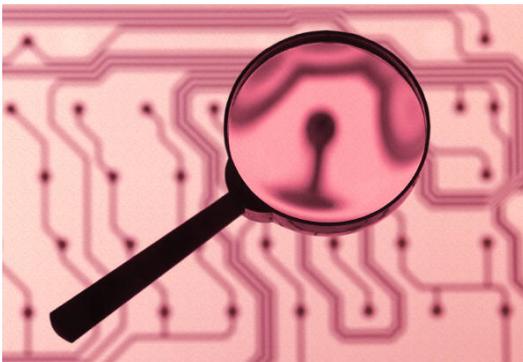
If you are interested in attending future Stakeholder Briefings, please e-mail [jisroadmap@courts.wa.gov](mailto:jisroadmap@courts.wa.gov).

## The Gartner Group and the JIS Roadmap

You may have heard of the Gartner Group over the past 18 months, but may not understand how their work impacts the Judicial Information System (JIS) Roadmap.

This article is intended to provide insight into Gartner's work with the Administrative Office of the Courts (AOC) and the JIS Committee (JISC) on the implementation of the JIS Roadmap (formerly the JIS Migration).

The Gartner Group was hired in 2005, under the direction of the JISC, to assess the approach and technical direction the AOC was taking with respect to the development and deployment of the JIS Migration. The Gartner Group helped define a detailed "road map" in terms of technology, project priorities, budget, supporting infrastructure and internal AOC staff and process needed for success, as well as the governance structure of the project as a whole. To do this, the Gartner Group conducted interviews at multiple levels of AOC operations, met with many court leaders and JIS system users, and extensively reviewed the JIS Migration plan's resources, goals, costs and risks.



This extensive research and review process helped form the Gartner Group's recommendation that the original focus of the JIS Migration be carved into distinct priority projects needed to support the courts—core case management, access to court information collected by the JIS, and the ability to share information between courts and justice agencies—with more input from the courts, definitive timelines, budgets and success factors to build on.

Based on Gartner Group Recommendations, the Migration Plan shifted from building an information system, purchasing commercially available software applications for use by all state courts—thus, the JIS Roadmap was born.

Richard Flowerree, engagement manager with the Gartner Group, has been the key AOC and JISC contact throughout the JIS Roadmap process. Flowerree and his colleagues have provided Quality Assurance Checkpoint Assessment and Findings Reports regarding the JIS Roadmap Plan to the JISC on a regular basis.

These reports provide an independent analysis of the status, successes and risks associated with:

- Core Case Management;
- Data Exchange/Reporting and Information Access;
- Governance and Communications; and
- Organization and Staffing.

The JISC uses these reports, in conjunction with reports from its various steering committees, to make decisions regarding the JIS Roadmap and its progress and direction.

The Core Case Management System Request for Proposal—a significant milestone in the JIS Roadmap project—was released on Feb. 9, thanks in large part to the guidance and direction of the Gartner Group as well as the countless hours of work put forth by the Washington court community and AOC staff.