Enterprise Information Management

Data Strategy

September 26, 2012

Presentation Objectives

- Provide the AOC's vision (Goals & Objectives) surrounding data

- Show how the vision will be executed

- Present possible engagement roles of the Data Management Steering Committee (DMSC)

Agenda

- Introduction & background

- Information strategy

  - Goals & Objectives

- Information strategy execution

  - Programs

  - Projects

- DMSC proposed involvement

- Summary & next steps

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Introduction & Background

Presenters

- **Kumar Yajamanam**
  Washington Administrative Office of the Courts
  ISD Manager, Architecture & Strategy

- **Joel Byford**
  Soos Creek Consulting, LLC
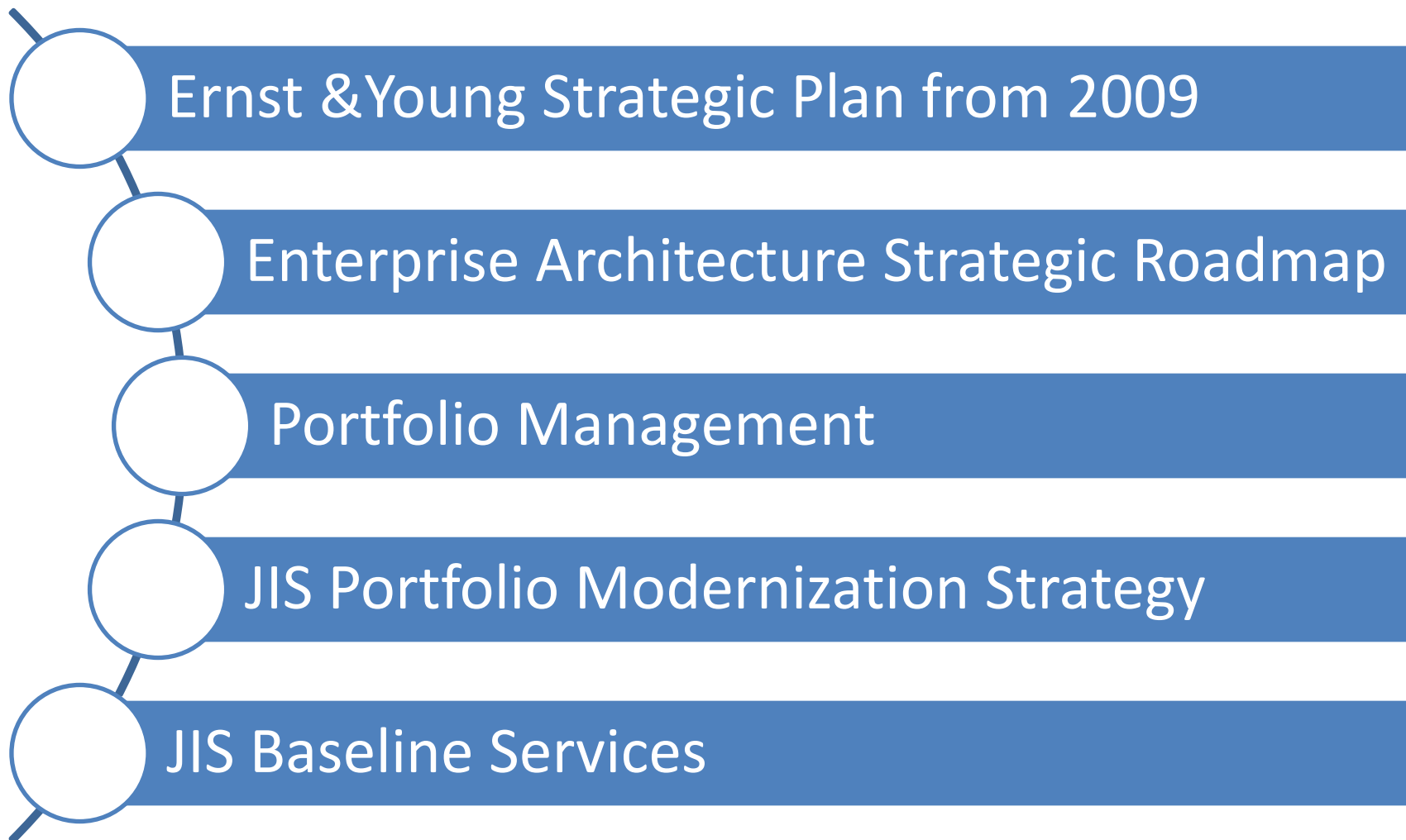 INH Project Technical Lead

- **Marcia Marsh**
  Washington Administrative Office of the Courts
  ISD Data Quality Coordinator

- **Heather Williams**
  Washington Administrative Office of the Courts
  ISD Business Liaison

Foundational Steps Completed To-Date

Ernst &Young Strategic Plan from 2009

Enterprise Architecture Strategic Roadmap

Portfolio Management

JIS Portfolio Modernization Strategy

JIS Baseline Services

Based on Foundational Steps, What's Next. . .

- Implementing a data quality program

- Upgrading legacy system infrastructure

- Undertaking data integration between the legacy systems and the upgraded infrastructure

- Improving data governance

- Identifying and reducing data redundancy

- Improving data warehouse & reporting capabilities

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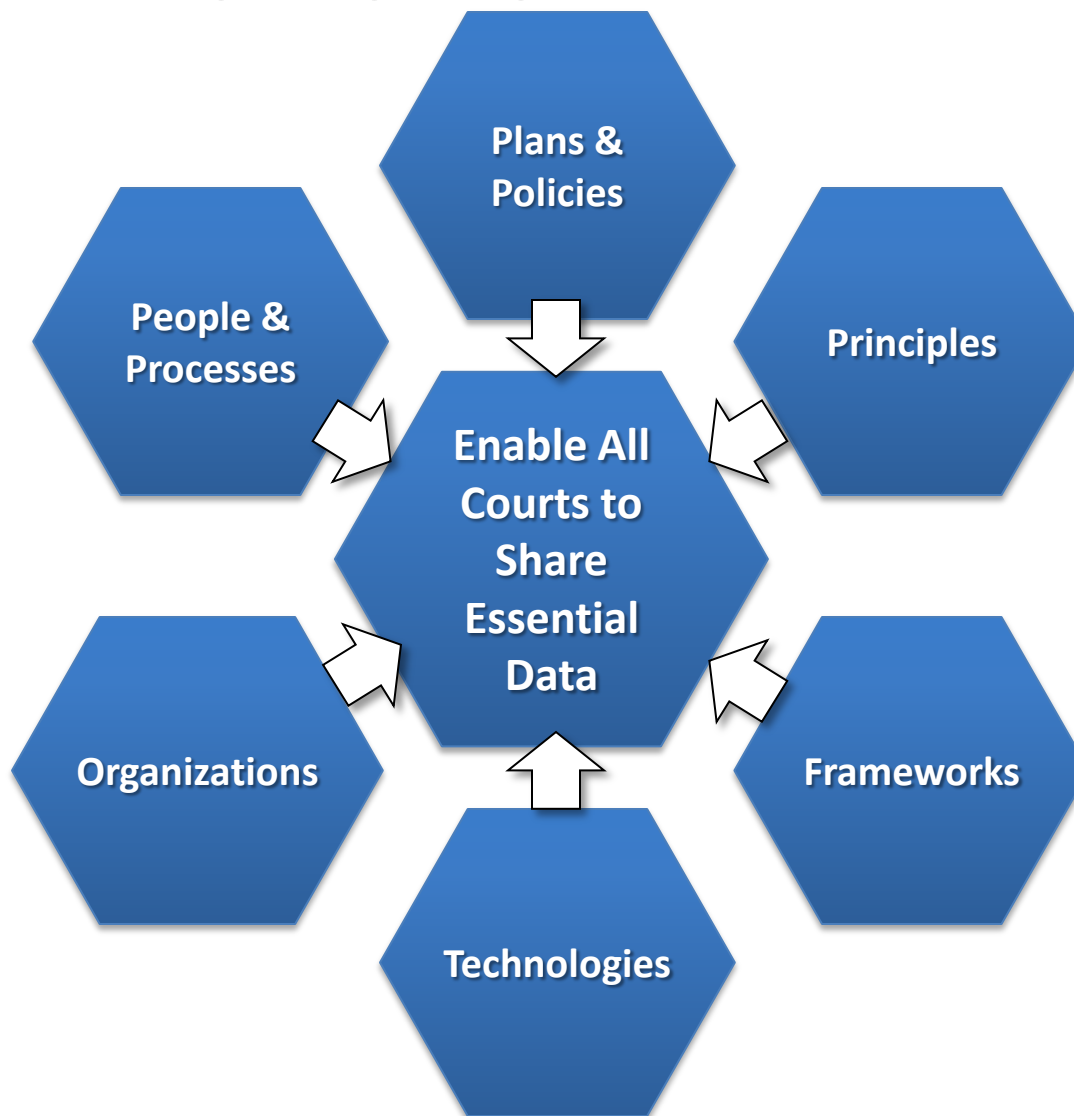
Information Strategy

Primary Information Strategy Goal

Enable All Courts to Share Essential Data

- Required to ensure public safety

- All courts (regardless of technology environment) entitled to court data.

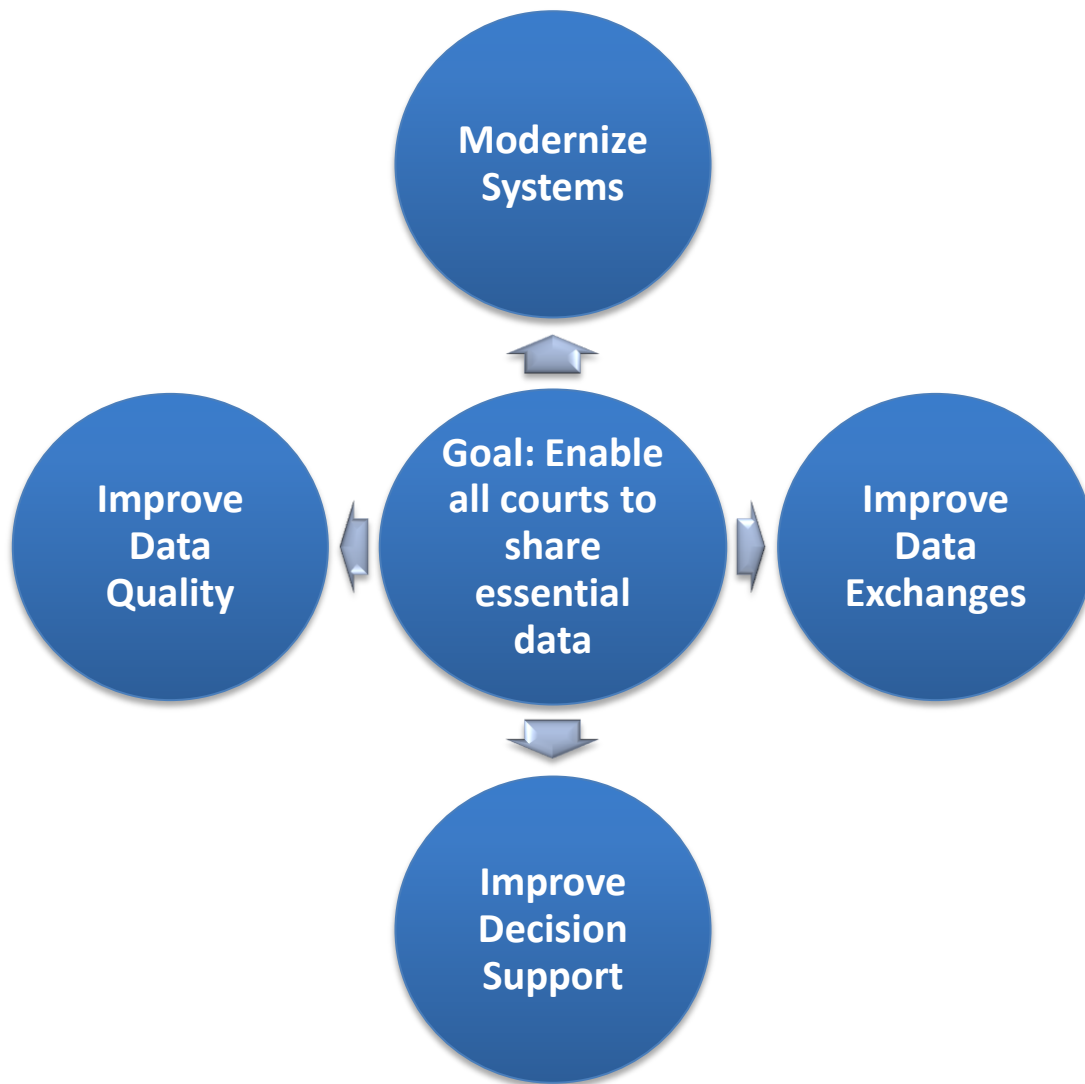- Good data leads to good decisions.

Requires Aligning Organization Around Goal

Information Strategy: Objectives

Objectives	**Improve Data Quality**	Improve Data Integration	Improve Decision Support	Modernize Systems

- Reasons/Rationale (How does it relate to goal)
  - Sharing poor quality data puts public at risk
  - Improved data will yield improved decisions
  - Improved quality increases IT project success

- Success Indicators (When we achieve it. . .)
  - Data quality is measurable
  - Improved data is available to all courts and justice partners
  - Courts and justice partners have a higher level of trust in the data

Objectives

| Improve Data Quality | **Improve Data Integration** | Improve Decision Support | Modernize Systems |

- <u>Reasons/Rationale (How does it relate to goal)</u>
  - Different court processes use different technologies yet share common data
  - Courts moving to newer technology need to communicate with courts on older technology

- <u>Success Indicators (When we achieve it. . .)</u>
  - Courts can change technologies without losing communication or data with other courts
  - Shared data available in multiple systems without redundant data entry or long lag times

Objectives	Improve Data Quality	Improve Data Integration	**Improve Decision Support**	Modernize Systems

- <u>Reasons/Rationale (How does it relate to goal)</u>

  - Accurate data is critical in operational and judicial decisions

  - Analysis and predictive trending can help identify future court and justice needs

- <u>Success Indicators (When we achieve it. . .)</u>

  - Statewide judicial records available in a timely manner

  - Effective reports and customizable analysis available to all courts

Objectives	Improve Data Quality	Improve Data Integration	Improve Decision Support	**Modernize Systems**

- <u>Reasons/Rationale (How does it relate to goal)</u>
  - Legacy systems are inflexible
  - Difficult to share legacy system data with newer applications
  - Costly to maintain systems reaching their end-of-Life.

- <u>Success Indicators (When we achieve it. . .)</u>
  - Data is easily shared with new systems
  - Systems adapt to changing business processes
  - Courts are more efficient with modern technologies

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Information Strategy Execution

Governance

Goal	Enable All Courts to Share Essential Data			
Objectives	Improve Data Quality	Improve Data Integration	Improve Decision Support	Modernize Systems
System Modernization Initiative	X		X	X
Data Exchange Initiative	X	X	X	X
Data Quality Initiative	X	X	X	

Each Initiative Has Multiple Projects that Make-up the Program.

System Modernization Initiative

System Modernization Initiative

Superior Court Case Management System (SC-CMS)

Appellate Courts Electronic Document Management System (AC-EDMS)

Etc.

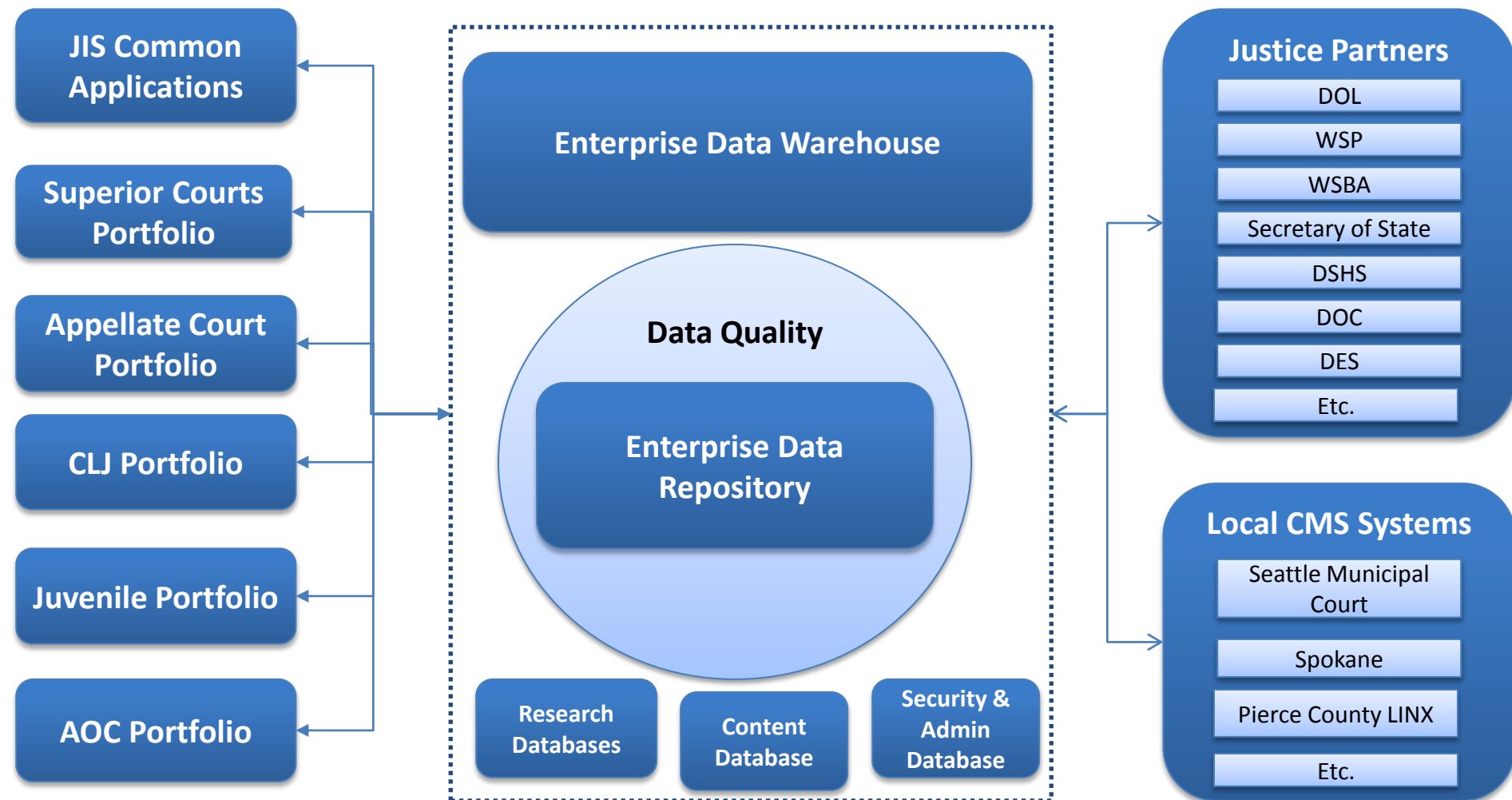# System Modernization - Approach

- Mixed portfolio based on Commercial Off The Shelf (COTS) and custom-built applications

- Integration and interoperability with both central and local applications

- Alignment based on JIS Baseline Services recommendations

- Modernization scope based on holistic view of court level portfolio to minimize disruptions to courts

- Drive standardization for business processes and minimize the variations in configurations

System Modernization – "2-2-2 Roadmap"

Two Applications, Two Preparations Every Two Biennia

Biennium 1		Biennium 2		Biennium 3		Biennium 4	
Year 1	Year 2	Year 1	Year 2	Year 1	Year 2	Year 1	Year 2
Modernize Application 1 →							
Modernize Application 2 →							
		Prepare for 3 →					
		Prepare for 4 →					
				Modernize Application 3 →			
				Modernize Application 4 →			
						Prepare for 5 →	
							Prepare for 6 →

End-State Vision

- JIS Common Applications
- Superior Courts Portfolio
- Appellate Court Portfolio
- CLJ Portfolio
- Juvenile Portfolio
- AOC Portfolio

Enterprise Data Warehouse

Data Quality

Enterprise Data Repository

Research Databases

Content Database

Security & Admin Database

Justice Partners
- DOL
- WSP
- WSBA
- Secretary of State
- DSHS
- DOC
- DES
- Etc.

Local CMS Systems
- Seattle Municipal Court
- Spokane
- Pierce County LINX
- Etc.

Data Exchange Initiative

Data Exchange Initiative

Superior Court Data Exchange (SCDX)

Information Networking Hub (INH)

Etc.

Data Exchange - Current Environment
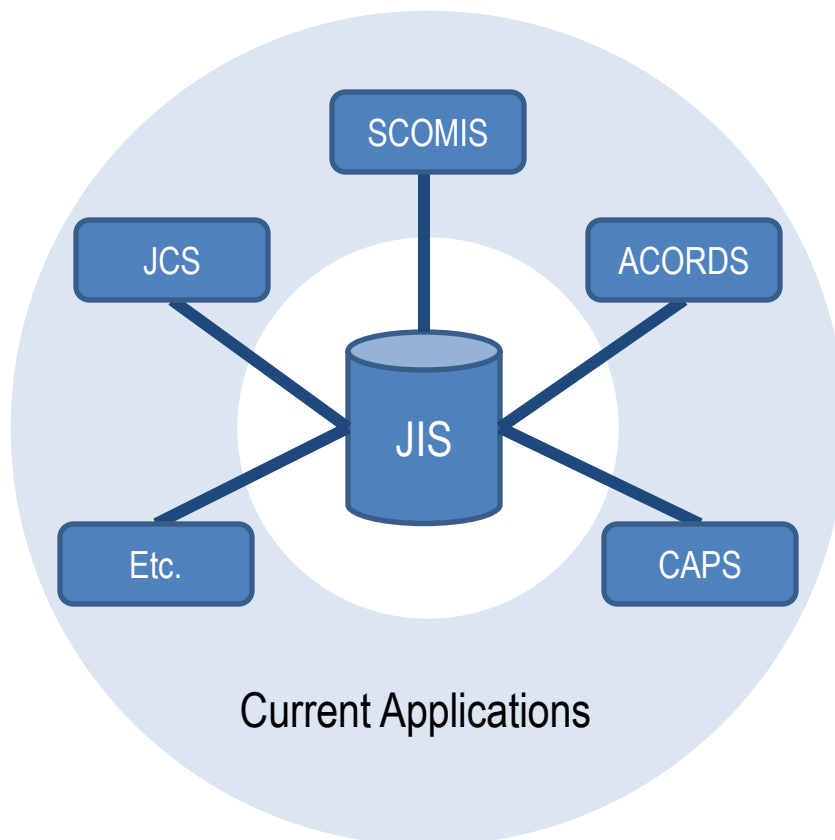
Data Exchange – Future Environment
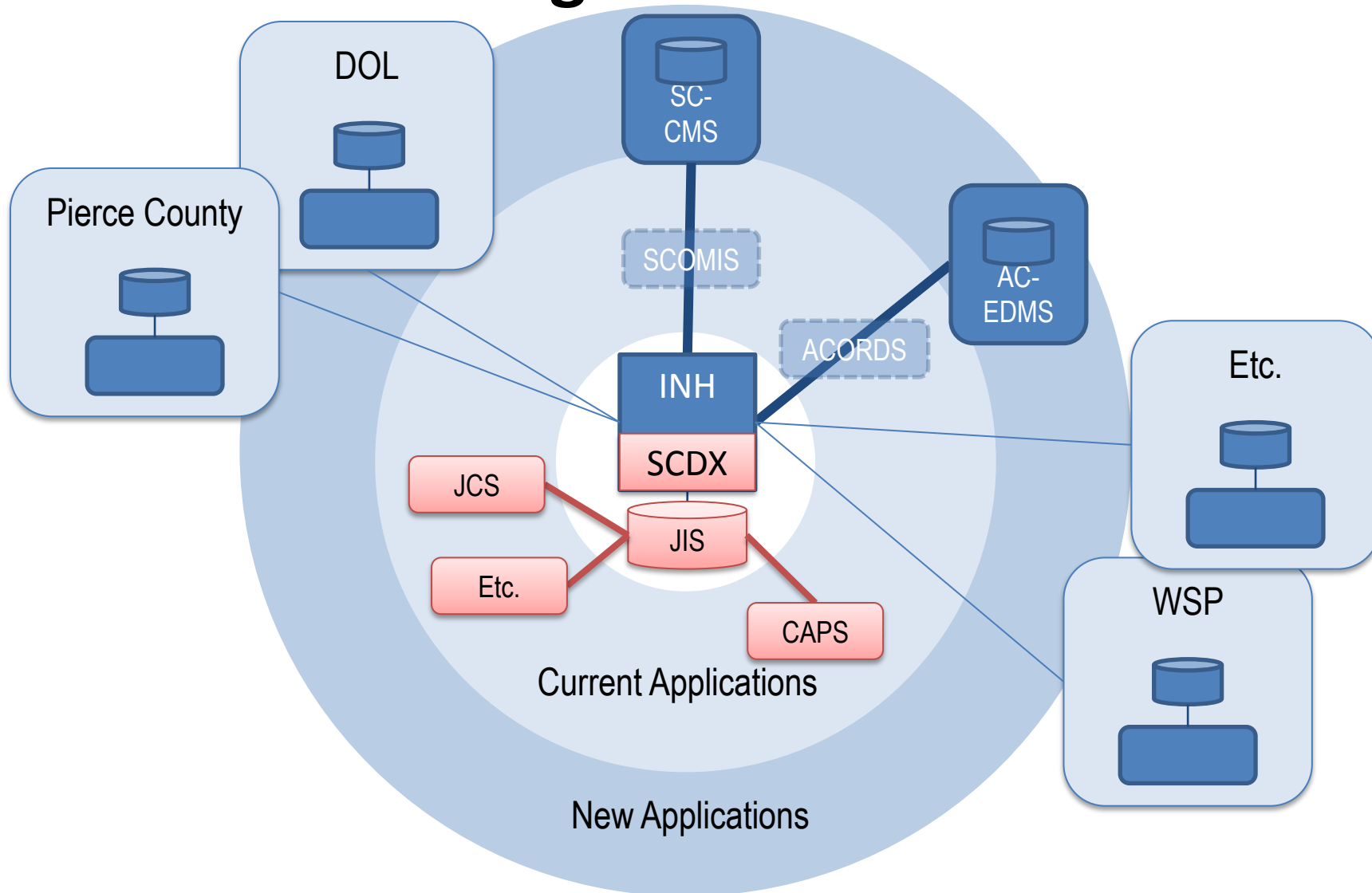
Data Quality Initiative

- Data Assessment
- Data Quality Processes
- Master Data Management
- Etc.

Data Quality - Enterprise Data Quality Improvement

People

Process

Data Quality

Technology
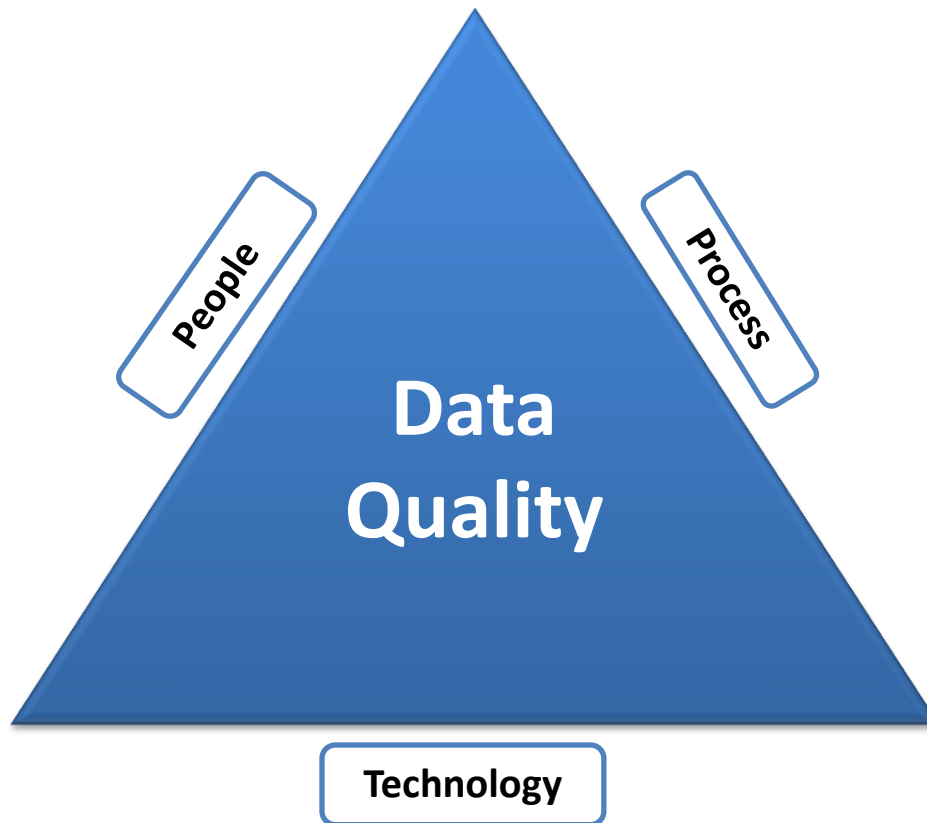
Three equal participants responsible to help improve data quality.
No one participant can solve it all.

Data Quality - People

- Reduce human error

- Improve ownership/accountability

- Improve training

- Present data quality problems with root cause

- Establish clear data ownership to reduce confusion
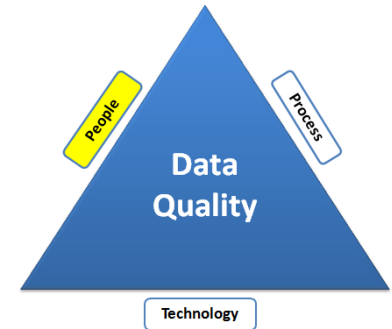
Data Quality - Process

- Improve process design.

- Review Process failures to learn and improve.

- Establish data standards and compliance in business processes and IT systems.

- Setting and enforcing appropriate goals and data quality targets.
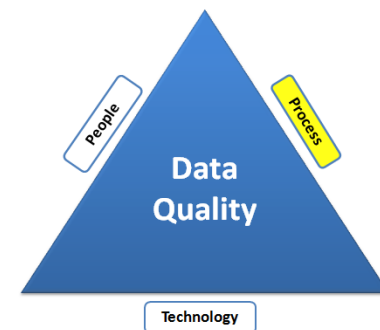
Data Quality - Technology
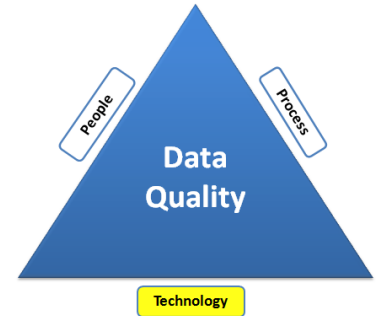
- Establish data quality automation at source

- Enable profiling, dashboards, workflow and other tools to automatically detect and close data quality issues

- Enable centralized business rule and data validation rule sharing between data sources

- Ability to generate flexible, reusable code related to data quality for use in future and existing applications

- Establish good data standards (metadata, database design, data modeling)

Data Quality - The Virtuous Cycle of Data Quality

Identify and Measure

Analyze

Monitor

Marcia
DATA QUALITY

Design

Implement
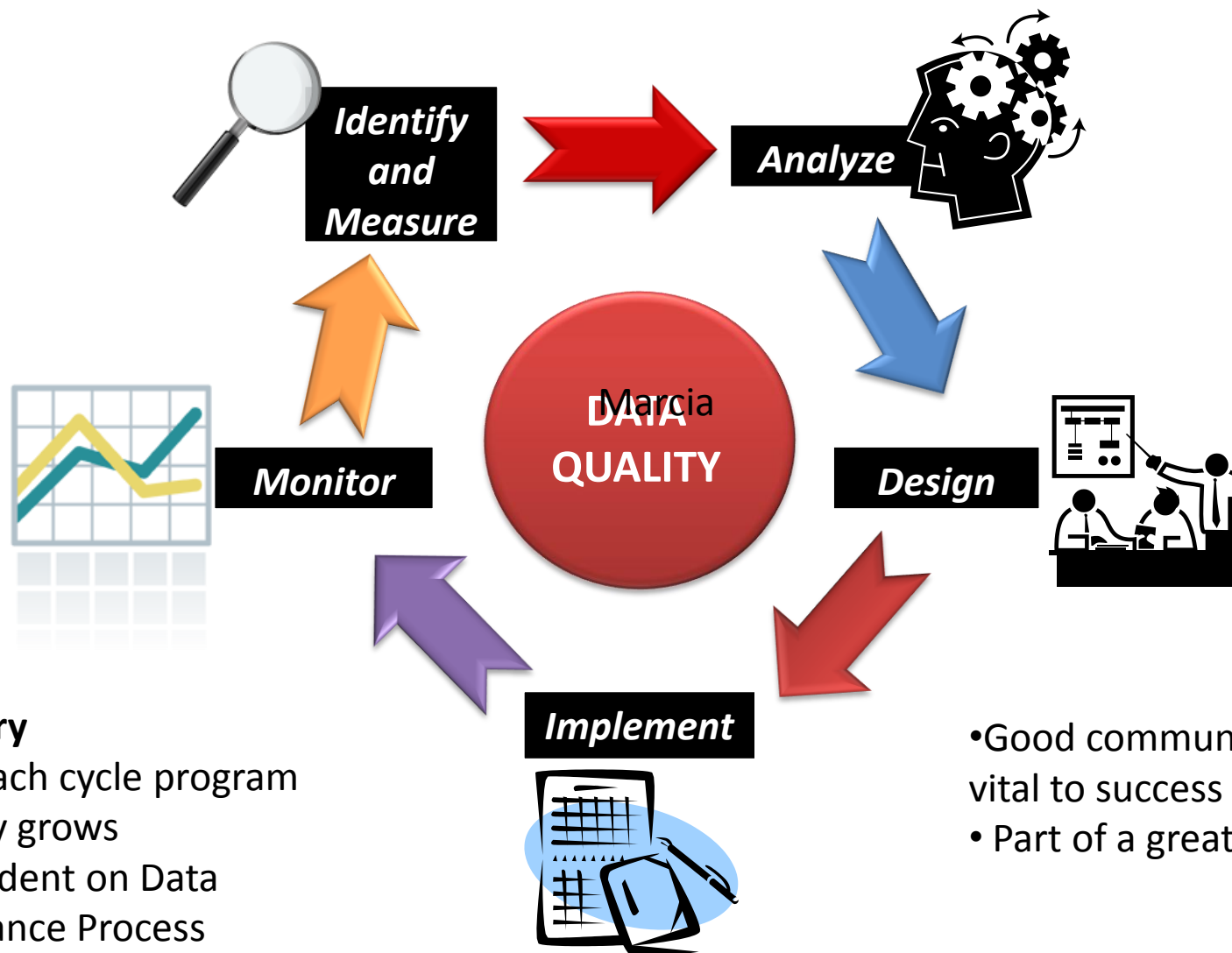
Summary
- With each cycle program maturity grows
- Dependent on Data Governance Process

- Good communications vital to success
- Part of a greater goal

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DMSC Proposed Involvement

Potential DMSC Roles

- **<u>Information Champion</u>**
  Help communicate key data decisions to the court community.

- **<u>Standing Steering Committee</u>**
  - Standing steering committee for data centric projects.
  - Membership/Oversight to project steering committees for important data decisions.

- **<u>Policy Recommendations</u>**
  Endorsing information policies and standards as delegated by the JISC.

- **<u>Governance</u>**
  Providing input and guidance for strategic data quality and data sharing efforts.

DMSC Proposed Level of Involvement

	Involvement
Strategy	
Approve Data Standards	◑
Approve Data Quality Standards	●
Execution	
Project Monitoring	○
Project Advisory Committee	●
Oversight	
Project Steering Committee	●
Enforce Data Quality	●
Enforce Data Standards	◑

● = High   ◑ = Medium   ○ = Low

Future Decisions that AOC Can't Make....

- Data Migration – What data needs to be moved and when?

- Data Cleansing- How much data should be cleansed – All cases, open cases, no cases? Who will do it, how and when?

- Data Ownership - How will person and reference information be maintained in the future?

- New Case Types, Case Numbering – Should it be a project decision or DMSC decision?

- When new business processes have direct impacts on global data how is that approved or vetted and by who?

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Summary & Next Steps

Summary & Next Steps

- There are major initiatives and projects rolling out that require decisions around data that AOC cannot make

- Larger role proposed for the DMSC means a new charter and potentially new members

- Work to develop data quality details and data governance structure underway but feedback is needed

- DMSC decision on committee role

Questions / Discussion