



AOC Monthly Status Report

Reporting Period Through: **October 15, 2010**

PROJECT NAME: Enterprise Data Warehouse Maintenance

PROJECT MANAGER: Jennifer Creighton

PROJECT STATUS: Green



DESCRIPTION: The Enterprise Data Warehouse (EDW) team supports the ongoing maintenance of the EDW, including keeping the applications up to date and completing approved requests for changes which are less than 300 hours to complete.

SUCCESS CRITERIA:

- Maintain the Enterprise Data Warehouse so it continues to provide timely, accurate, and complete information for the courts.
- Implement change requests on a timely basis.

MILESTONES:

Deliverables	Status	Planned End Date	Revised End Date	Actual End Date
Support courts with queries and reports.	Green	Ongoing		
Respond to system errors and down time.	Green	Ongoing		

THIS REPORTING PERIOD:

- Per Judicial Information System Committee (JISC) public website work group request, completed the coding changes to support not listing superior court judgment cases in the search results, but allowing them to be linked to/from the originating case.
- Began working with the PACT implementation team to bring juvenile risk assessment information into a data mart and create standardized reports for the juvenile departments.
- Completed project kick off meetings and introductory workshops for Data Governance, Data Quality, and Service Catalog transformation initiatives.
- Met with user work group to bring further definition to the accounting project and completed analysis of work required to implement a smaller subset of data.
- Converted law table update reports and case condition reports to the data warehouse adding flexibility to the reporting capabilities.
- Began work on adding vehicle and e-ticketing information to the data warehouse. This information will give the courts a more complete picture of traffic infraction and criminal traffic cases.
- Published superior court case management reports, including time standards performance, pending caseloads, and court profile (see [September 30 release notes](#) for more detail).

- Added new defendant objects to the CLJ universe to make defendant reporting more efficient (see [October 7 release notes](#) for more detail).

NEXT REPORTING PERIOD:

- Complete addition of vehicle and e-ticketing information in the CLJ data mart.
- Continue work on PACT implementation project, data governance, data quality, and service catalog initiatives.
- Continue testing of service packs for Business Objects XI (BOXI) software to allow additional functionality.
- Complete Office of Financial Management (OFM) cutover. Note: this will remain in the “new reporting” section until work has been completed by OFM. At this time, they have not provided an estimated date of completion.
- Data dissemination and e-service requests, including working with the Washington Traffic Safety Commission on effectiveness of State Patrol emphasis patrols and the Governors Juvenile Justice Advisory Committee research into juvenile outcomes.

ISSUES:

	Issue	Resolution
1	None at this time.	

PROGRAM TEAM COMPOSITION:

- 5 full-time AOC employees (3 Business Objects developers; 2 Data Warehouse developers)
- As needed AOC staff (testers, business analysts, data base administrators)
- As needed court users

PROJECT PLAN:

For more information on the Enterprise Data Warehouse, please contact Jennifer Creighton at 360-705-5310 or Jennifer.Creighton@courts.wa.gov.

PROJECT NAME: Vehicle Related Violations Data Exchange

PROJECT MANAGER: Kathleen Wyer

PROJECT STATUS: Green



DESCRIPTION: The Vehicle Related Violations service will allow law enforcement agencies to submit electronic parking and other tickets along with attachments via JINDEX. These tickets will then be used to create a case within the JIS system and associate the ticket with the case. If the case already exists, and there is an exact match between the existing case and the ticket received, the system will associate the case and the ticket. During this process, the system will automatically create the necessary docket entries.

SUCCESS CRITERIA:

1. The outstanding Infrastructure Clean-up & System Optimization tasks from previous implementation have been evaluated, prioritized through collaboration between AOC and CodeSmart, and the highest priority tasks are completed.
2. Error handling improvement areas are clearly identified with expected outcomes explained and implemented into AOC environment.
3. End-to-end performance test shows measurable gains for increased capacity and load beyond the current 6.5K threshold for failure on inbound VRV transactions.
4. Error Glossary & Technical Documentation is updated.
5. Customer Portal is updated to provide high level overview of VRV Data Services and requirements for eligibility.
6. Operational Support Model is outlined with updated SLAs and is available online.
7. VRV meets criteria for transition to AOC support operations and is ready to begin onboarding pilot courts.

MILESTONES:

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
1. Complete contract for professional services (Phase III – Operational Readiness)	N/A	N/A	03/03/10
2. VRV Marketing and Pilot Recruitment	02/18/2010	N/A	02/18/10
3. Project Initiation <ul style="list-style-type: none"> • Project Scope Statement, Work Plan & Project Schedule 	03/24/2010	03/29/2010	03/29/2010

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
4. Project Planning			
<ul style="list-style-type: none"> • Project Management Plan & Project Controls (PM Toolkit) 	04/23/2010	05/12/2010	05/14/2010
<ul style="list-style-type: none"> • Test Plan 	04/27/2010	05/12/2010	05/14/2010
5. Project Execution & Monitoring			
<ul style="list-style-type: none"> • Infrastructure Clean-up Development & Integration Testing 	08/27/2010	09/07/2010	09/15/2010
<ul style="list-style-type: none"> • System Optimization 	09/28/2010	09/22/2010	09/29/2010
<ul style="list-style-type: none"> • Customer Portal Enhancements (UI, SLA, Support Model, FAQs, Flash Demo) 	07/08/2010		07/22/2010
<ul style="list-style-type: none"> • Operational Support (Programmer's Guide, Deployment Guide) 	11/01/2010		
<ul style="list-style-type: none"> • Test Acceptance Report 	10/11/2010	10/21/2010	
<ul style="list-style-type: none"> • Pilot Program Readiness 	09/30/2010		
6. Project Closure			
<ul style="list-style-type: none"> • Knowledge Transfer 	11/12/2010		
<ul style="list-style-type: none"> • VRV Operationally Ready • Closeout Report • Lessons Learned 	11/19/2010		

THIS REPORTING PERIOD:

Testing and System Optimization

- Work is continuing on setting up the performance benchmark testing. This testing is required to validate the ability to withstand impact of increased volume.
- Pre-test run to stabilize test environment and establish roles and responsibilities.
- Continuing System Optimization Tasks to improve system functionality.
- Continuing documentation, review for completion.

NEXT REPORTING PERIOD:

- Meeting with court tech partners on planning and readiness for testing
- Test Acceptance reporting
- Coordination with DIS for bringing on pilot courts for testing
- Complete writing trouble shooting guide
- Draft Project Closure DED

ISSUES:

	Issue	Resolution
1	Architect accepted another position	CodeSmart has supplemented with another resource
2	Testing Environment utilized by AOC maintenance staff schedule ran over pushing the VRV testing back 2 weeks	Stage Current environment for VRV and communicate with Maintenance

For more information on the VRV Data Exchange, please contact Kathleen Wyer at 360-705-5281 or Kathleen.wyer@courts.wa.gov.

PROJECT NAME: Superior Court Data Exchange

PROJECT MANAGER: Kathleen Wyer

PROJECT STATUS: Yellow



DESCRIPTION: The Superior Court Data Exchange project will build and implement computer services and other infrastructure components to exchange data necessary for creation and maintenance of information in the Judicial Information System (JIS) database for the Washington Superior Courts. The project will produce a consistent, defined set of standards and standard technology solutions for sharing data between Judicial Information System (JIS) applications supported by the AOC and its customers (Courts and Justice Partners) to:

- Eliminate redundant data entry
- Improve data accuracy
- Provide real-time information for decision making
- Reduce support costs through a common technical solution for sharing data

SUCCESS CRITERIA:

This project will meet the following objectives with the Washington State Trial Courts. (Superior Court) as the initial target:

- Set and define a technical foundation through implementing leading practice standards (industry recognized) for sharing data between third party systems.
- Build capability by defining and enabling reuse of existing AOC infrastructure investments following common industry standards based on a Service Oriented Architecture (SOA) approach.
- Develop and deploy targeted data services (data exchange / web services) focused on:
 - Retiring of current data sharing approaches including screen scraping as a method of integration with the Superior Court Management Information System (SCOMIS).
 - Enable query and update access to Superior Court Data for sharing data and eliminate the need for duplicate data entry by Superior Courts.
 - First Pilot Organization – Pierce County Superior Court
 - Enable third party integration support for common off the shelf vendor solutions or custom applications in use by Superior Courts.
 - Document Imaging - Enabling data sharing capabilities with courts that already have implemented off the shelf solutions for production use.
 - Calendaring - Enabling data sharing capabilities with courts that already have implemented off the shelf or custom-built solutions for production use.
- Define and implement a sustainable Operational Support Model that defines total cost of ownership for the entire life cycle of deployed and implemented Superior Court data services.

Project Success Criteria is defined as delivery of specific business capabilities, as follows:

- At the closure of Phase I: Detailed Analysis and Design:
 - The AOC has a complete list of business requirements as requested by the Customer workgroups (Courts).

- The AOC has an established list of data services based on these business requirements, of which a solid architecture and technical design to support these services is documented, visible, and achievable in the Phase II project schedule.
- At the closure of Phase II: Implementation:
 - Superior Court data is available for both query and update using the nationally-recognized NIEM standard and SOA.
 - The AOC is able to fully deploy and implement new data services for sharing Superior Court data with local court technology solutions.
 - The AOC is operationally ready (plan, staffing, and budget) to support new data services.

MILESTONES:

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
PMO Alignment and Business Value Confirmation – Represented in Project Charter		11/06/2009	11/06/2009
Present to DMSC <ul style="list-style-type: none"> ● Updated Project Charter ● DMSC Decision on Project Charter <Go/No Go> 		11/19/2009	11/19/2009
Finalize contract documentation <ul style="list-style-type: none"> ● Amended Statement of Work ● Updated Work Plan ● Updated Schedule 		02/01/2010	02/01/2010
Deliverable #1 <ul style="list-style-type: none"> ● Baseline Work Plan for Phase I ● Baseline Schedule for Phase I ● Scope Statement 	04/12/2010	4/23/2010	04/23/2010
Deliverable #2 <ul style="list-style-type: none"> ● PM Planning & Control documents (PM Toolkit) 	04/16/2010	04/26/2010	05/07/2010
Deliverable #3.1a, #3.1b <ul style="list-style-type: none"> ● Business Analysis As-Is & To-Be (Docketing) 	05/17/2010	06/28/2010	07/02/2010
Deliverable #4.1a <ul style="list-style-type: none"> ● Technical Architecture As-Is (Docketing) 	05/17/2010	07/09/2010	07/06/2010
Deliverable #3.2a, #3.2b <ul style="list-style-type: none"> ● Business Analysis As-Is & To-Be (Calendaring) 	06/29/2010	07/14/2010	07/15/2010

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Deliverable #4.2a <ul style="list-style-type: none"> • Technical Architecture As-Is (Calendaring) 	06/29/2010	07/30/2010	08/04/2010
Deliverable #3.3a, #3.3b <ul style="list-style-type: none"> • Business Analysis As-Is & To-Be (Document Indexing) 	08/09/2010	08/25/2010	08/25/2010
Deliverable #4.3a <ul style="list-style-type: none"> • Technical Architecture As-Is (Document Indexing) 	08/09/2010	08/31/2010	08/31/2010
Deliverable #4b <ul style="list-style-type: none"> • Technical Architecture To-Be 	08/09/2010	09/06/2010	09/10/2010
Deliverable #5 <ul style="list-style-type: none"> • System Requirements & Service Specifications 	08/30/2010	10/29/2010	
Deliverable #6 <ul style="list-style-type: none"> • System Design Specifications 	09/20/2010	TBD	
Deliverable #7 <ul style="list-style-type: none"> • Implementation Roadmap 	10/25/2010	TBD	
Phase I Project Closure / Prepare for Phase II	11/30/2010	TBD	

THIS REPORTING PERIOD:

BizTalk

- Planning and preparation for the SCDX BizTalk upgrade to BizTalk 2010
 - Purchase Licensing
 - Purchase hardware and software
 - Assemble team
 - Define work breakdown structure – Roles and Responsibilities

Technical Architecture

- Completed the technical architecture documentation that frames the proposed (future) solutions. This provides increased interoperability with other data exchanges.
- Continued consolidation of business requirements into candidate business capabilities that will form associated data exchanges. The consolidation of requirements provides alignment of business capabilities with data exchanges.

NEXT REPORTING PERIOD:

- Continued consolidation of business requirements into candidate business capabilities that will form associated data exchanges. The consolidation of requirements provides alignment of business capabilities with data exchanges.

- Begin scripting information Exchange Package Documentation (IEPD) and National Information Exchange Model (NIEM).
- Decision on Change Request will drive next reporting.

ISSUES:

	Issue	Resolution
1	Change Request on Schedule	See Options below
Option	Pro's	Con's
Option #1 Original deliverable sequencing	<ul style="list-style-type: none"> • No contract amendment required. • Alignment with original plan. • More detail available after design to provide further refined estimates for implementation roadmap. 	<ul style="list-style-type: none"> • Adds 3+ months to schedule. • Further delay to engage pilot courts may create adaption risk. • Possible budget constraints beyond the biennium. • Risk of throw away design by designing more than what can be built using remaining resources (Time and Money).
Option #2 Re-sequence to prioritize implementation roadmap	<ul style="list-style-type: none"> • Less risk and impact to schedule – Roadmap could still be delivered close to the originally planned date. • Stronger/earlier adoption from pilot court stakeholders. • Implementation roadmap exercise defines what work efforts can be done in the current biennium as well as what should be planned for next biennium. • Design specifications targeted for implementation roadmap. 	<ul style="list-style-type: none"> • Minor contract amendment required. • Less detail available to produce the implementation roadmap.
Option #3 Re-sequence roadmap & add Deliverable 6 to Phase II  Recommended Solution	<ul style="list-style-type: none"> • Less risk and impact to schedule – Roadmap could still be delivered close to the originally planned date. • Stronger/earlier adoption from pilot court stakeholders. • Implementation roadmap exercise defines what work efforts can be done in the current biennium as well as what should be planned for next biennium. • Design specifications targeted for implementation roadmap. • Ability to run a proof of concept test with a prioritized service with the pilot courts. 	<ul style="list-style-type: none"> • Larger contract amendment required. • Less detail available to produce the implementation roadmap.

For more information on the Superior Court Data Exchange, please contact Kathleen Wyer at 360-705-5281 or Kathleen.wyer@courts.wa.gov.