

## Reporting Period: April 1<sup>st</sup> – April 30<sup>th</sup> 2011

### Operational Area: Data Management

Jennifer Creighton, Data Management Manager

Includes: Database Unit, Development Unit, Data Warehouse Unit

**Description:** The Data Management Section is comprised of three separate units:

**Data Warehouse Unit:** The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.

**Development Unit:** The development team is tasked with staffing active projects. They complete requirements analysis, coding, unit testing, and implementation to production of new applications. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.

**Database Unit:** The database unit provides a support role to the data warehouse team, the development team, and the operations section (legacy maintenance). They are responsible for reviewing and approving the design of underlying table structures, creating indices to improve performance, maintaining data dictionaries, providing review of proposed changes and additions to the database tables, and creating standards for the creation and maintenance of the databases.

**Data Management Team:** The data management team is comprised of individuals from each of the three units in the Data Management section. They have the responsibility of managing data from an enterprise perspective, including data quality and tracking compliance to data policies. Their activities are reported separately rather than repeating the work for each specific unit.

| Activities Completed this Reporting Period  | Impact/Value   |
|---|--|
| <b>Data Warehouse Unit</b>  |  |
| <ul style="list-style-type: none"> <li>◦ Implemented e-ticket and vehicle related information in the CLJ data mart.</li> </ul>  | Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.   |
| <ul style="list-style-type: none"> <li>◦ PACT: continuing design work. Received initial set of PACT data from vendor and began creating user interfaces.</li> </ul>   | The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs. |
| <ul style="list-style-type: none"> <li>◦ Maintenance activities included: testing of the Informatica upgrade. Informatica is the software which is used to extract data from the transactional databases and place it in the data warehouse.</li> </ul> | Continual maintenance of the data warehouse improves response times, increases functionality of the warehouse, maintains the integrity of the data, and ensures the latest versions of related software are implemented.   |
| <ul style="list-style-type: none"> <li>◦ Accounting project: continued preparation work, including review of transactional tables required for input and review of specifications for required reports.</li> </ul>                                      | Adding accounting information to the data warehouse will provide: <ol style="list-style-type: none"> <li>1. Better tracking of accounting information</li> <li>2. Budget and revenue forecasting</li> <li>3. Audit and operational reports</li> <li>4. Ability to answer inquiries from other agencies</li> </ol>  |

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>Respond to data dissemination requests, including revenue information for the Puyallup Police Department, annual juvenile detention information for the National Center for Juvenile Justice, and criminal history information for Seattle Municipal Court research programs.</li> </ul> | <p>Completing requests for information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.</p> |
| <b><u>Database Unit</u></b>   |   |
| <ul style="list-style-type: none"> <li>Completed six data base design review requests.</li> </ul>   | <p>The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)</p>  |
| <ul style="list-style-type: none"> <li>Completed implementation of upgrade to newest version of ER Studio.</li> </ul>   | <p>ER Studio is the software used to maintain the data dictionary and entity relationship diagrams, and help to evaluate data base design requests.</p>   |
| <b><u>Data Management Team</u></b>  |   |
| <ul style="list-style-type: none"> <li>Completed data quality initiative work.</li> </ul>   | <p>The data quality implementation will allow analysis on the quality of data, and present means for improving that quality. The immediate benefits will be seen around person and case management, making better data available to judges and administrators to support court decisions such as pre-trial bail/custody decisions.</p>  |
| <ul style="list-style-type: none"> <li>Completed statement of work for the unified data model project.</li> </ul>   | <p>Creating a unified data model will allow the structure of the business data to be uncoupled from the physical implementation of the data, which promotes effective data management as business needs evolve.</p>   |

| <b>Activities Planned for Next Reporting Period</b>   | <b>Impact/Value</b>   |
|---|---|
| <b><u>Data Warehouse Unit</u></b>   |   |
| <ul style="list-style-type: none"> <li>Present BOXI workshop to the Spring Clerk's Conference.</li> </ul>   | <p>The Clerks have requested a presentation on BOXI, including the availability of reports, and how to use the reports to support their daily work and any potential clean-up work which may be required for the new case management system.</p>  |
| <ul style="list-style-type: none"> <li>PACT: Receive Back on Track from PACT vendor to allow historical reporting in the PACT data mart.</li> </ul>   | <p>The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs.</p> |
| <ul style="list-style-type: none"> <li>Maintenance activities, including updating code tables to reflect different meanings for participant codes based on the court level entering the information.</li> </ul> | <p>Continual maintenance of the data warehouse improves response times, increases functionality of the warehouse, maintains the integrity of the data, and ensures the latest versions of related software are implemented.</p>   |
| <ul style="list-style-type: none"> <li>Continue accounting prep work as time allows.</li> </ul>   | <p>Adding accounting information to the data warehouse will provide:</p> <ol style="list-style-type: none"> <li>Better tracking of accounting information</li> <li>Budget and revenue forecasting</li> <li>Audit and operational reports</li> <li>Ability to answer inquiries from other agencies</li> </ol>  |

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>◦ Respond to data dissemination requests.</li> </ul>   | <p>Completing requests for information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.</p> |
| <p><b><u>Database Unit</u></b></p>  |   |
| <ul style="list-style-type: none"> <li>◦ Support data base design review requests.</li> </ul> | <p>The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)</p>  |
| <p><b><u>Data Management Team</u></b></p>   |   |
| <ul style="list-style-type: none"> <li>◦ Continue work on the unified data model.</li> </ul>  | <p>Creating a unified data model will allow the structure of the business data to be uncoupled from the physical implementation of the data, which promotes effective data management as business needs evolve.</p>   |

DRAFT

## MONTHLY ISD REPORT

|   |   |
|---|---|
| <b>Approved Project:</b><br><br><b>Vehicle Related Violations (VRVDX)<br/>Operational Readiness</b> | <b>Reporting Period:</b><br><br><b>April 1 – 30, 2011</b> |
|---|---|

|   |   |
|---|---|
| <b>Executive Sponsor(s)</b><br><b>Data Management Steering Committee</b><br><b>Rich Johnson, Chair of Committee</b> | <b>IT Project Manager:</b><br><b>Michael.walsh@courts.wa.gov 360-705-5245</b><br><br><b>Consultant/Contracting Firm: NA</b> |
|---|---|

**Description:** Vehicle Related Violations (VRV) was designed to automate the input and submittal of parking violations as received by local courts through local law enforcement agencies (LEAs). The VRV website provides a service for jurisdictions to get access to the technical information and data needed for them to setup and build data exchanges for use on the jurisdictions' side. The AOC has successfully implemented the VRV DX solution with Everett Municipal Court and is now preparing to execute the final two planning steps required before making VRV broadly available statewide. The final steps include collaborating with the Department of Information Services (DIS) to finalize the on-boarding steps required for LEA to send messages to DIS' messaging service which will in turn communicate with the AOC VRV services to consume the messages and process the tickets. The final step is to extend the pilot program to six additional municipal courts (Lakewood, Issaquah, Kirkland, Tacoma, Lynnwood, and Fife) prior to turnover for ongoing support and maintenance.

**Business Benefits:** The VRV Operational Readiness Project will prepare a solution for extended pilot use and eventual statewide implementation. The ongoing work will improve performance for the VRV pilot application with the goal of handling anticipated workload and transaction capacity, perform infrastructure cleanup and ensure optimal environment configuration for ongoing support and maintenance. The Customer Website for Data Services is ready for the extended pilot.

|   |  |  |  |   |
|---|--|--|--|---|
| <b>Business Drivers</b><br>(place x in box) | Improve Decision Making <input type="checkbox"/> | Improve Information Access <input checked="" type="checkbox"/> | Improve Service or efficiency <input type="checkbox"/>                 | Manage Risks <input type="checkbox"/>                     |
|   | Maintain the business <input type="checkbox"/>   | Manage the costs <input type="checkbox"/>                      | Increase organizational capability <input checked="" type="checkbox"/> | Regulatory compliance or mandate <input type="checkbox"/> |

|                             |   |   |
|-----------------------------|---|---|
| <b>JISC Approved Budget</b> | <b>Allocated (thru July 31<sup>st</sup> 2010)</b> | <b>Actual</b>                           |
|                             | \$ 0.00 (Budget will be pulled from MSD)          | \$0.00 (Budget will be pulled from MSD) |

|                       |              |   |                 |   |               |   |
|-----------------------|--------------|---|-----------------|---|---------------|---|
| <b>Current Status</b> | <b>Scope</b> | ● | <b>Schedule</b> | ▲ | <b>Budget</b> | ● |
|-----------------------|--------------|---|-----------------|---|---------------|---|

Status Notes: The JINDEX RMS project is scheduled for a May 15 implementation. VRV Tier 1 (Kirkland, Issaquah, and Lakewood) are on target to meet the August 2011 DIS VRV on-boarding window. AOC is meeting regularly with project teams to review plans and focus on August implementation targets.

Tier 2 on-boarding partners (Tacoma, Fife, and Lynnwood) are tentatively planned for October 2011.

|  |   |      |
|--|---|------|
| <b>Progress</b> (Update progress in % and fill in bar) | <b>January - 95 %</b><br> | 100% |
|--|---|------|

|  |                                   |                                   |                                  |   |
|--|-----------------------------------|-----------------------------------|----------------------------------|---|
| <b>Project Phase</b><br>(place x in box) | <input type="checkbox"/> Initiate | <input type="checkbox"/> Planning | <input type="checkbox"/> Execute | <input checked="" type="checkbox"/> Close |
|--|-----------------------------------|-----------------------------------|----------------------------------|---|

|   |                                      |  |
|---|--------------------------------------|--|
| <b>Schedule</b> (use JISC approved plan dates if avail) | <b>Planned Start Date:</b> 3/22/2010 | <b>Planned Completion Date:</b> 10/31/2011 |
|   | <b>Actual Start Date:</b> 3/24/2010  | <b>Actual Completion Date:</b>             |

## MONTHLY ISD REPORT

| <b>Activities Completed this Reporting Period</b><br>(Indicate significant completions or ongoing work here for the reporting period only.)   | <b>Impact/Value</b> (For each activity there should be a statement describing why we are doing and what the benefit or impact to the court community will be)             |
|---|---|
| <ul style="list-style-type: none"> <li>✓ Code sample revisions to VRV data exchange portal.</li> </ul>  | The code samples are revised to reflect the updates created for the RMS JINDEX upgrade project.   |
| <ul style="list-style-type: none"> <li>✓ Meeting with Kirkland, Issaquah, and Lakewood to assess their integration planning and readiness.</li> </ul>   | We assessed and prioritized the first courts to onboard following the RMS project over six months ago. We need to meet with these partners to verify order and readiness. |
| <ul style="list-style-type: none"> <li>✓</li> </ul>   |   |
| <b>Activities Planned Next Reporting Period</b><br>(Indicate upcoming work here for the next reporting period only)   | <b>Impact/Value</b> (For each activity there should be a statement describing why we are doing and what the benefit or impact to the court community will be)             |
| <ul style="list-style-type: none"> <li>◦ Transition support responsibilities to operations/maintenance.</li> </ul>  | Move the VRV data exchange services to the organizations that are resourced to support and sustain the business process.  |
| <ul style="list-style-type: none"> <li>◦ Meet regularly with Kirkland, Issaquah, and Lakewood to track progress on their on-boarding integration activities and to maintain focus on the August 2011 schedule.</li> </ul> | We need to meet with these partners to focus on meeting the DIS JINDEX on-boarding windows.   |
| <ul style="list-style-type: none"> <li>◦</li> </ul>   |   |

## MONTHLY ISD PROJECT REPORT

### Initiative: Superior Court Data Exchange (SCOMIS DX)

JIS Operational Plan: (What Phase or Initiative)

Reporting Period: April 1 – 30, 2011

**Executive Sponsor(s)**  
Data Management Steering Committee  
Rich Johnson, Chair of Committee

**IT Project Manager:**  
Bill Burke (360) 704-4024  
bill.burke@courts.wa.gov

**Business Area Manager:** Jennifer Creighton

**Consultant/Contracting Firm:** N/A

**Description:** The Superior Court Data Exchange project will deploy a Data Exchange that will enable all local court information systems to access the Superior Court Management Information System (SCOMIS) and Judicial Information System (JIS) services via a web interface using a standard web messaging format. The project scope consists of deploying (60) Data Exchange services that will be available to all local court information systems.

**Business Benefit:** 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:

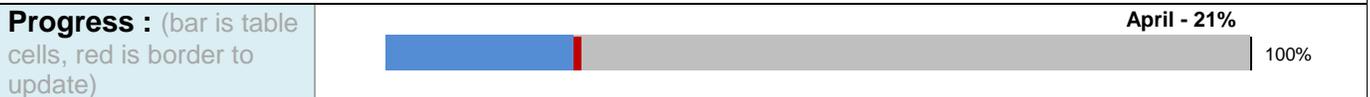
- Eliminate redundant data entry
- Improve data accuracy
- Provide access to real-time information for decision making
- Reduce support costs through a common technical solution for sharing data

|   |   |  |  |   |
|---|---|--|--|---|
| <b>Business Drivers</b><br>(please X box) | Improve Decision Making <input checked="" type="checkbox"/> | Improve Information Access <input checked="" type="checkbox"/> | Improve Service or efficiency <input checked="" type="checkbox"/>      | Manage Risks <input type="checkbox"/>                     |
|   | Maintain the business <input type="checkbox"/>              | Manage the costs <input checked="" type="checkbox"/>           | Increase organizational capability <input checked="" type="checkbox"/> | Regulatory compliance or mandate <input type="checkbox"/> |

|                             |                            |                         |
|-----------------------------|----------------------------|-------------------------|
| <b>JISC Approved Budget</b> | Allocated (Don't fill in ) | Actual (Don't fill in ) |
|                             | \$                         |                         |

|                       |              |   |                 |   |               |   |
|-----------------------|--------------|---|-----------------|---|---------------|---|
| <b>Current Status</b> | <b>Scope</b> | ● | <b>Schedule</b> | ● | <b>Budget</b> | ● |
|-----------------------|--------------|---|-----------------|---|---------------|---|

Status Notes: A revised project plan was presented and approved by the JISC on January 21<sup>st</sup>.



|   |                                   |  |                                  |                                |
|---|-----------------------------------|--|----------------------------------|--------------------------------|
| <b>Phase (what phase is project currently in)</b> | <input type="checkbox"/> Initiate | <input checked="" type="checkbox"/> Planning | <input type="checkbox"/> Execute | <input type="checkbox"/> Close |
|---|-----------------------------------|--|----------------------------------|--------------------------------|

|                 |                                      |                                     |
|-----------------|--------------------------------------|-------------------------------------|
| <b>Schedule</b> | <b>Planned Start Date:</b> 5/15/2009 | <b>Planned Completion Date:</b> TBD |
|                 | <b>Actual Start Date:</b> 5/15/2009  | <b>Actual Completion Date:</b>      |

| Activities Completed  | Impact/Value   |
|---|--|
| <ul style="list-style-type: none"> <li>✓ Completed evaluation of Vendor responses to the RFQQ for a NIEM expert. Soos Creek Consulting was the selected Vendor for providing this expert. Joel Byford from Soos Creek Consulting started work on April 25<sup>th</sup>. Joel will work half-time through May and then full-time starting in June. This contract is expected to be completed by the end of September.</li> </ul> | <p>This consultant will provide web messaging expertise needed to effectively develop the IEPDs.</p> |

## MONTHLY ISD PROJECT REPORT

| <ul style="list-style-type: none"> <li>✓ The RFP was released April 29 to select a Vendor to perform the BizTalk and Jagacy development, with a firm fixed price contract. The RFP included the complete set of documentation for (3) SCDX web services.</li> </ul>   | <p>A Vendor is required to perform the BizTalk and Jagacy development.</p>  |
|---|---|
| <ul style="list-style-type: none"> <li>✓ The AOC has completed the documentation defining the first (15) Superior Court Data Exchange web services. This documentation includes Business Capability documents, Data Model diagrams, data screen mapping spreadsheets and functional specifications.</li> </ul>  | <p>The AOC is developing these documents so that each of the Data Exchange web services is fully defined. These documents will be used by the selected Vendor to define the scope &amp; requirements of the Data Exchange development effort.</p> |
| <ul style="list-style-type: none"> <li>✓ The web messaging team has completed (15) Interface Exchange Package Documents (IEPDs). The Soos Creek consultant reviewed these documents and has recommended some slight changes that will improve these documents and also result in a slight reduction in the amount of work required to develop.</li> </ul> | <p>The IEPDs define the web message format between Superior Court Data Exchange and local court management information systems.</p>   |
| Activities Planned  | Impact/Value  |
| <ul style="list-style-type: none"> <li>◦ Continuing work on developing the remaining (45) Superior Court Data Exchange functional specifications that define the sequence of SCOMIS and JIS screens and screen actions required to implement each Data Exchange service.</li> </ul>   | <p>These specifications are needed to define the Jagacy development required to perform SCOMIS screen scraping.</p>   |
| <ul style="list-style-type: none"> <li>◦ Continuing work on developing the remaining (45) Superior Court Data Exchange IEPDs for defining the web messaging formats for each of the Data Exchange services.</li> </ul>  | <p>The IEPDs define the web message format between Superior Court Data Exchange and local court management information systems.</p>   |
| <ul style="list-style-type: none"> <li>◦ Evaluate Vendor proposals for selecting the Vendor to perform the BizTalk and Jagacy development.</li> </ul>   | <p>Required to establish a well defined project scope.</p>  |