Washington State Administrative Office of the Courts

ISD Transformation

ISD Monthly Status Report for the Judicial Information System Committee (JISC)

February 2012
(Report Period Ending January 31, 2012)

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

Table of Contents

Background & Overview 3
Background 3
JIS Transformation & Project Plan Overview 4
Summary of Activities 5
Major Changes Since Last Report 6
ISD Staff Recognitions 7
IT Governance Request Status 11
Transformation Initiative Summary 13
Approved JIS Projects Summary 15
Detailed Status Reports 16
Transformation Initiative Status Reports 18
Transformation Program Track 19
COTS Preparation Program Track 21
Information Networking Hub (INH) Program Track 23
Natural to COBOL Conversion 25
DB2 Upgrade 26
BizTalk Upgrade 27
Vehicle Related Violations (VRV) Operational Readiness 29
CA Clarity Implementation 31
Project Status Reports 32
ITG #121 Superior Court Data Exchange 33
ITG #002 Superior Court Case Management System (SC-CMS) RFP 35
ITG #028 CLJ Parking Module Modernization 38
ITG #045 Appellate Courts Electronic Document System (EDMS) 39
ITG #081 Adult Risk Assessment STRONG 2 Implementation 41
ITG #009 Accounting in the Data Warehouse 43
ISD Operational Area Status Reports 45
Operational Area: IT Policy and Planning 46
Operational Area: Architecture & Strategy 48
Operational Area: Infrastructure 49
Operational Area: Data & Development 50
Operational Area: Operations 51
Operational Area: Project Management Office & Quality Assurance 54

Background

In 2008, the Judicial Information System Committee (JISC) directed the Administrative Office of the Courts (AOC) to modernize and integrate the Judicial Information System. For the 2009-2011 biennium, the Legislature approved funds to fulfill that direction. The budget proviso stipulated that a portion of those funds was for the development of a comprehensive Information Technology (IT) strategy and detailed business and operational plan. This strategy included the development of a fully operational Project Management Office (PMO), the implementation of IT Governance, the establishment of an Enterprise Architecture (EA) Program, the implementation of a Master Data Management (MDM) solution, and a focus on Data Exchanges.

To plan the modernize-and-integrate strategy, AOC contracted with two industry leaders, Ernst & Young and Sierra Systems. The firms performed analysis of the current business problems, the organization's capability and maturity to successfully implement the modernization and integration strategy, and planned a detailed IT strategy to guide the modernization over the next several years.

Upon the completion of an IT strategy and business plan, AOC's Information Services Division (ISD) began implementation of a multi-year operational plan with the launch of five transformation initiatives in September 2009: Project Management Office (PMO), IT Portfolio Management (ITPM), Enterprise Architecture Management (EAM), Information Technology Governance (ITG), and Organizational Change Management (OCM).

In addition to the transformation initiatives, AOC ISD continues to work on other approved priorities including data exchanges, e-ticketing stabilization, equipment replacement, disaster recovery and on-going maintenance and operations of legacy systems.

JIS Transformation & Project Plan Overview
February 2012

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

STATUS KEY ● = active/on track ▲ = Changes w/ Moderate impact ◆ = Significant rework/risk ⊖ = Not active ✔ = Completed

JIS Transformation Initiatives	Status		CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4	CY12 Q1	CY12 Q2
2.0 Capability Improvement – Phase I												
2.4 Implement IT Portfolio Management	✔	Planned										
		Actual				✔						
3.0 Capability Improvement – Phase II												
3.4 Implement IT Service Management – change, configure, release	●	Planned										
		Actual										
4.0 Capability Improvement – Phase III												
4.2 Mature Application Development Capability	●	Planned										
		Actual										
7.0 Information Networking Hub (INH)												
7.6 Information Networking Hub (INH)	▲	Planned										
		Actual										
Ongoing Activities												
12.2 Natural to COBOL Conversion	▲	Planned										
		Actual										
12.3 Superior Court Data Exchange	◆	Planned										
		Actual										
BizTalk Upgrade	◆	Planned										
		Actual										
DB2 Upgrade	▲	Planned										
		Actual										
Vehicle Related Violations (VRV)	◆	Planned										
		Actual										
CA Clarity Implementation	▲	Planned										
		Actual										
Superior Court CMS (SC CMS)												
SC CMS RFP	●	Planned										
		Actual										
COTS Preparation	◆	Planned										
		Actual										
Court Business Office	●	Planned										
		Actual										
ITG Projects												
ITG #045 Appellate Court Electronic Document Management System (EDMS)	▲	Planned										
		Actual										
ITG #028 CLJ Parking Module Modernization	◆	Planned										
		Actual										
ITG #081 Adult Risk Assessment STRONG 2 Implementation (ARA)	●	Planned										
		Actual										
ITG #009 Accounting in the Data Warehouse	●	Planned										
		Actual										

Summary of Activities

Major Changes Since Last Report

This section provides a quick summary of initiatives or projects that have had major changes during the reporting period and includes operational areas or staffing changes that impact the work, timeline, or budget.

Initiatives & Major Projects Underway

- Superior Court Case Management System RFP (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Adult Risk Assessment Implement Strong 2 Tool (ITG #081)
- Appellate Courts Electronic Document Management System (ITG #045)
- Add Accounting Data to the Data Warehouse (ITG #009)
- Comments Line on Bench Warrants (ITG #037)
- Enhance JIS to allow bench warrants to print on plain paper (ITG #058)
- CLJ Parking Module Modernization (ITG #028)
- ISD Transformation Track
- CA Clarity Implementation
- Natural to Cobol Conversion
- DB2 Upgrade
- Remove CLJ Archiving and Purge Certain Records (ITG #041)
- BizTalk Upgrade
- COTS Preparation Track

Initiatives or Projects Started

- Information Networking Hub (INH) Track

Initiatives or Projects Completed

- JRS Tran Code for Internet Surcharge (ITG #111)
- Conference Hearing Fee (ITG #078)
- Court Interpreter Database (ITG #006)

Staffing Changes in ISD

ISD welcomes the following new staff:

1. Nandita Adhia – Quality Assurance Tester
2. Allison Brazil – Business Analyst
3. Barry Zickuhr – SharePoint Coordinator
4. Ron Kappes – Project Manager
5. Sree Sundaram – Project Manager
6. Maribeth Sapinoso – Project Manager
7. Shelli Lackey – Organizational Change Management Coordinator
8. Marjorie Whitney-Bean – Resource Coordinator

Team Recognitions

- February 9, 2012 – Congratulations to the **DB2 Database Version 10 Upgrade Team** for a successful implementation after a couple of prior failed attempts. This particular upgrade proved to be a difficult one. We appreciate your team's perseverance resolving this difficult technical problem and working with the IBM technical experts to eventually reach a successful outcome. We especially want to thank the Infrastructure and Operations staff who came in early to ensure the success of this upgrade. Project Team members were Sree Sundaram, Dan Belles, Mike Keeling, Mike Sebastian, Maria Bartz, Glen Baugh, Becky Grauman, Lynn Johnson, Jay Kovuri, Ronee Parsons, Ravi Somasundaram, Dale Soost, Les Williams, Paramjeet Basi, John Crutcher, Kim Rader, Ray Yost, Virginia Neal, Beth McGrath, Ferd Ang, Dennis Longnecker, Wayne Campbell, John O'Conner, Norm Hjelm, Kevin Neubert, Pam Stephens, and Robin Trail. Those involved in the formulation of the communication message on the upgrade included Jeff Hall, Dirk Marler, Vonnie Diseth, Bill Cogswell, Mike Davis, Heather Williams, Pam Payne, Vicky Marin, Tim Anderson, and Ted Bailey.

  In addition, we received the following e-mail from Linda Hagert, one of our court customers:

  "I just wanted to let you know that the upgrade process seemed to have gone fabulously this morning. I came into the office at 7:00 a.m. and my staff was all SMILES. First thing they said was "yea, we're up and going." That was so nice to hear. I really appreciate whatever you did to get this done super early in the morning so as not to impede the court's processes in the morning. Again, thanks so much."

- December 20, 2011 – Kudos to the Accounting Project team for releasing the first set of reports to the court community. Project team members are **Charlene Allen, Tracy Wheeler, Yun Bauer, AJ Yates,** and **Jon Bell.** The following recognition was received from Jennifer Creighton:

  "This was a collaborative effort between the user group and the technical team. They are already at work on the next set, due for publication in March."

- October 24, 2011 – **Network Operations staff** received the following recognitions for a job well done after working with DIS, CenturyLink, and Cisco to resolve problems with the internet connection going down.

  *"**Kirby**, thanks for all the hard work you and your folks did to help get the systems going again. This was a tough one, but you kept us informed and kept the court users informed as well. **Pam Payne** was outstanding in her coordination with our group to make sure the notes that went out to the courts were in their language. Please express my thanks to your staff as well – we really appreciate them over here in Bldg 1. "*

  ---- Ted Bailey

  *"Vonnie several Network Operations staff worked this issue through both Saturday & today. I have a GREAT Team!!! **Jim Peck** took the lead. **Kermit Oglesby** & **Rich Rice** assisted by **Jesse Christoffer** & **Wayne Gentry**. We also had assistance from our reseller (Denali) Cisco tech Chuck Henry. I want to thank Pam Payne for keeping our clients informed during the issues we were having. I feel very blessed to have such knowledgeable staff!!!"*

  ---- Kirby Tingle

Individual Recognitions

- February 7, 2012 - **Heather Williams** received the following recognition from Regina McDougal for the work she does attending the meetings and keeping the Superior Court Judges Association members apprised of what is happening with the JIS systems.

  "Both Judge Inveen and I are amazed every month how you field questions (and complaints) from the SCJA Board. I know it is not an easy task."

- January 25, 2012 – Congratulations to **Sree Sundaram** and **Meghana Chatti** for receiving their U.S. Citizenship! ISD held a small celebration for them with cake and cider. We are all very happy for them. Congratulations to you both!

- January 3, 2012 – **Dennis Longnecker** and **Stan Bailey** received the following acknowledgement from Renee Lewis, the AOC Comptroller.

  "Thank you for quickly finding me a mouse and installing it for me this morning. I still can't figure out where mine went to while I was on vacation. As always – you both were incredibly helpful. Thanks."

- December 13, 2012 – **Virginia Neal** received the following compliment from Tom Dowling in Court Education for her quick response to his requests for changes.

  "I have to let you know how great is to work with Virginia. I had 2 requests for changes to the JIS codes web page. I sent the incidents today and marked them low priority. I got a response this afternoon that they were "done". They were done correctly and very quickly. I just wanted you to know how great it is to work with the talented group in ISD."

- October 28, 2011 – **Dennis Longnecker** received the following acknowledgement from Bill Burke, a PMO Project Manager for his assistance with the Superior Court Data Exchange Project.

  "Dennis Longnecker did a great job resolving a licensing issue with Sierra Systems development on the SCDX project. Sierra Systems informed us that they were using trial licenses for RAD Websphere development tools because these tools were not in the AOC environment. We found out about this issue less than 2 weeks before these trial licenses were going to expire. Dennis was able to confirm that the AOC RAD System/Z licenses also covered the RAD Websphere tools and was able to provide the Sierra Systems development team with the necessary instructions for accessing these tools within the AOC. When this issue occurred, Dennis was quick to respond and resolve these licensing issues within a couple of day, preventing the SCDX project development from being impacted."

- October 27, 2011 – **Jennifer Creighton** received the following recognition from Mellani McAleenan, the Associate Director for the Board for Judicial Administration.

  ". . . Jennifer Creighton gave a presentation to the Juvenile Records Task Force today. Several people complimented her articulateness and ability to answer questions. It sounds like she did a really great job."

- October 22, 2011 – **Aaron House** received the following recognition from Mike Walsh, the Project Manager for the Vehicle Related Violations (VRV) project.

  "Just an FYI that Aaron House is making an extra effort to help our Court partner's technical consultants to get the VRV ticket message process working correctly. He's obviously putting in some long hours and is very focused on seeing through a successful implementation. I want to make sure you understand how much I appreciate Aaron's contribution, along with his sense of pride and responsibility.

- October 15, 2011 – **Martin Kravik** received the following recognition from Vonnie Diseth regarding his leadership of the Adult Risk Assessment (ARA) Project Executive Steering Committee Meetings.

"I just wanted to say that you did a really nice job with the ARA Steering Committee meeting on Friday. I thought the meeting went very well. Kudos for a job well done."

- October 12, 2011 – **Vicky Marin,** ISD Business Liaison, received the following recognition from Larry Barker, the Director/Chief Probation Officer of Klickitat County, regarding the updates that she provides to various committees.

  "Thank you so much for taking time out of your incredibly busy day to come to our MCA Board meeting yesterday. And I especially want to thank you for filling in the missing parts around my report to the board. You obviously have a much deeper understanding about the things going on at AOC. I really appreciate your willingness to come and share your intimate knowledge of all things AOC.

  Also, I greatly appreciate all the work and effort you put into briefing those of us on the JISC. It's very clear that you spend a lot of time becoming familiar with the intricacies of the many issues facing the JISC. I continue to be amazed at the depth of your understanding of the many projects currently being worked on, and how you are able to translate the complexity of those projects and issues into dialog that makes sense to those of us who don't live at AOC.

  Thanks for all your hard work and for picking up where I left off yesterday. I appreciate it."

- October 11, 2011 – **Richard Kimball** is our remote network/desktop/server person located in Spokane. Richard sent the following comments about the AOC staff that have really been helpful to him over the years. It is nice that he took the time to acknowledge (in very specific terms) how each of them impacts his ability to do his job and how grateful he is for the support they provide him.

  *"**Dennis Longnecker**, Server/Desktop, has been my manager since 2002. He does a very good job of gauging how much help I need and where. He came over this last year to check things out. On top of that he met a lot of people here and it put a face to the name again…not just for him but for AOC."*

  *"**Christine Winslow** (Chris), Support Unit, has done a great job communicating the courts needs to the vendors and making sure that they conform to AOC in-house requirements and Division 3."*

  *"**Pat Weaver**, Financial Services, has been the number one person to help Spokane, Tacoma and Olympia courts use the Electronic Leave Slip System that we have here. Since the beginning of the program and the additional users, over 5,000 leave slips have been electronically processed with no down time with 358 total users of the system."*

  *"**Darcy Dotson**, Financial Services, among her many other duties Darcy Dotson takes special care to make sure that the accounting databases are consolidated by taking the backup image and exporting it to a usable format every month. If I'm not on top of it, I can rely on Darcy to send me a friendly reminder."*

  *"**Monica Santanicola**, Server Team, Monica is constantly fine tuning our Exchange server (e-mail) and taking care of all antivirus needs. It is one of the few areas that take constant research almost every day and I'm glad she's doing it. I myself would find it exhausting if I had to worry about every aspect of every change for Microsoft's Exchange server. She works diligently and AROUND normal production times so that people can keep doing their work uninterrupted here."*

  *"**Kermit Oglesby**, Network Team, Kermit is extremely smart. He plays it off like it's "not a big deal" but I think it is. I always feel confident getting help from Kermit because he not only knows what he's doing but if he is unsure, he is the first to admit it. He's also the first to look to other resources, team members, online and manuals."*

  *"**James Peck**, Network Team, Jim is another go to guy who is very familiar with internal policies AND can understand/open his mind when it comes to me questioning how things are and how they potentially could be…to fix a problem."*

*"**Kirby Tingle**, Network Team, Kirby is an amazing manager. I know this because all of his staff is happy while completing their assigned tasks….seemingly without intervention. However, knowing the team's strengths and weaknesses is key to managing technical expertise and I think he does a great job."*

*"**Rich Rice**, Network Team, What an amazing person Rich has been. He's setup a ton of courts, including Division 3 Spokane, and is able to hold conversations with vendors and in-house staff to help us all understand what we need or what the potential is."*

*"**Danielle Thompson**, Server Team, What I get from Danielle are straight forward solutions. Scripting questions, along with group policy questions, are rare….because if they work they hardly ever need to be changed. But they do need to be constantly monitored. This is especially so with all of the updates that are done to the servers that could potentially affect technical policies/scripts that are in place. Danielle makes it her business to own this area of expertise."*

*"**Virginia Neal**, Programmer, Virginia knows how to make things functional. She's able to take ideas brought in from different creative minds and make them tangible. My experience with Virginia has been that she is one of the most versatile, critically thinking programmers on the team. If something needs to be done programming wise, we are always hopeful that Virginia can be part of it. Her response time, understanding and humanity are second to none."*

*"**Maria Padukiewicz**, Business Analyst, Maria is a problem solver. She takes challenges and uses whatever circumstances she's given to consistently produce results. When she poses questions they are well thought out, well researched, and are usually a means to a solution."*

*"**Gary Guinotte**, Solutions Architect, Gary has been a strong advocate of finding a solution to the electronic database management system. He's one of the few technical people that have been really able to understand what has already been written here locally. He appeared very motivated to find a solution to fit all the courts needs in spite of the health issues that he has incurred since the beginning of the process. Gary and Maria made a special trip over to try and understand our electronic database management system and how we use it."*

*"**Gary Pinnell and David Pearson**, IT Specialist 2 for Seattle and Tacoma, I converse with Gary and Dave regularly because of our similar job environments. We are constantly striving to follow rules and regulations of AOC Olympia and apply them to a merging of different mindsets and cultures in each court that we work with. While our approaches can be vastly different, the end result is always an attempt to please both the local courts and AOC. It is a tough position. Sometimes we are praised by both sides of the aisle. Unfortunately, sometimes this is exactly the opposite. In the end, we still try to do our jobs as best we can to the benefit of the local people we talk to daily and the organization that we represent."*

*"**Pamela Payne**, Absolute Dynamo, I have had a few chances to talk to Pam. She is a great coordinator, people manager…whether she intends it or not, and a fun/fantastic pleasure to work with. I am thankful that she is with us."*

*"Honorable mentions; **Carol Fuscher-Burns** (server help), **Adam Peterson** (attempted blackberry help), **Robin Trail** (excellent security monitoring), **Connie Williams** (Remote Desktop Olympia…helped in a major way with adapting the leave slip program to Olympia), **Helen Swenson** (delivery and equipment)."*

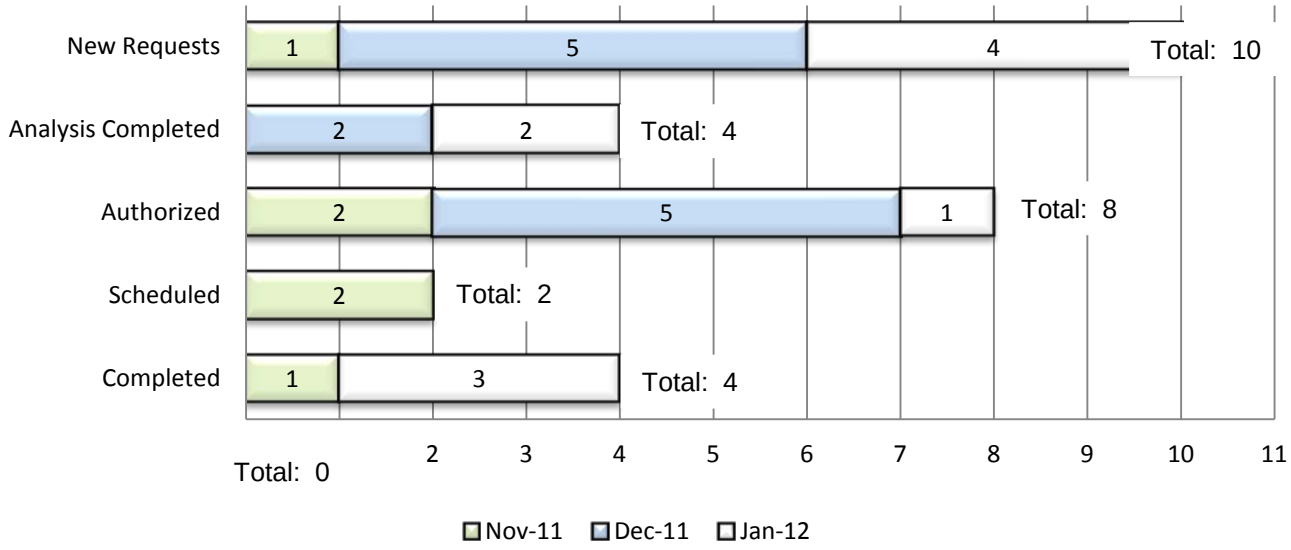
Completed JIS IT Requests in January 2012

Request ID: 006 – Court Interpreter Database		
Description: AOC created a new, web-based database to manage the Court Interpreter program and to allow users to enter continuing education.		
CLUG: Non-JIS	**| Authorized By:** Administrator	
Original Schedule: Feb 1 – May 31, 2011	**|**	***Final Delivery Date:*** **Jan 5, 2012**

Request ID: 078 – Conference Hearing Fee 111 – JRS Transaction Code for Internet Surcharge		
Description: Created two new JRS transaction codes.		
CLUG: Superior Court	**| Authorized By:** CIO	
Original Schedule: Nov 17,2011 – Jan 13, 2012	**|**	***Final Delivery Date:*** **Jan 13, 2012**

Status Charts

Requests Completing Key Milestones

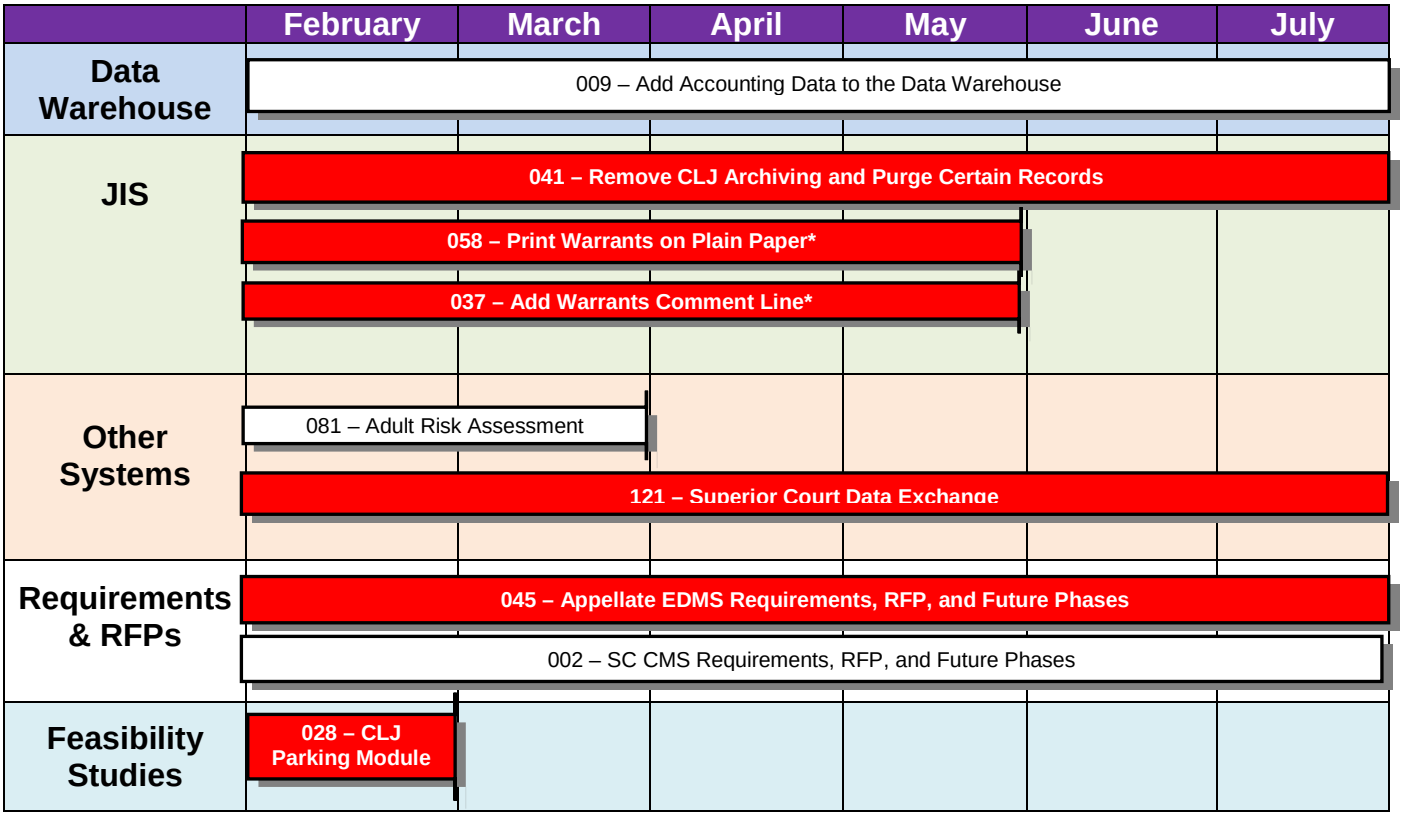


Current Active Requests by:

Endorsing Group			
Supreme Court	1	**Data Management Steering Committee**	2
Court of Appeals Executive Committee	1	**Data Dissemination Committee**	0
Superior Court Judges Association	4	**Codes Committee**	0
Washington State Association of County Clerks	6	**Administrative Office of the Courts**	15
District and Municipal Court Judges Association	6	**Washington State Association of Juvenile Court Administrators**	1
District and Municipal Court Management Association	28		

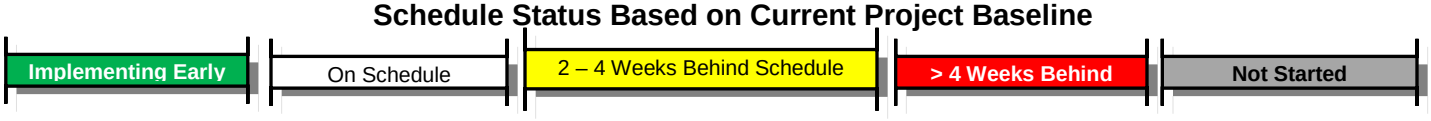
Court Level User Group	
Appellate Court	2
Superior Court	9
Courts of Limited Jurisdiction	20
Multi Court Level	12
Non-JIS	4

Scheduled ITG Request Overview



*ITG Requests 058 and 037 have been delayed and are pending rescheduling. The dates shown here are estimates.

Schedule Status Based on Current Project Baseline



Summary of Activities February 2012

Transformation Initiative Summary

Transformation Program	
Activities	***Impact/Value***
✓ Drafted requirements for the integration of the Release and Change Management processes within Rational	Defines the roles and responsibilities, workflow, approval gates, and triggers for subsequent events.
✓ Launched the Decision Process Framework initiative and developed the decision management process.	Increases consistency and transparency of ISD Leadership Team decisions.
COTS Preparation Program	
Activities	***Impact/Value***
✓ Completed all COTS-P program structuring development, review and approval.	Allows for rapid development of all required COTS-P charters (charter completion estimated to be not later than 02/29/12.)
Information Networking Hub Program (INH)	
Activities	***Impact/Value***
✓ Completed draft project charter for the Foundation and Pilot phases.	The charter authorizes the project and defines the scope of work, goals, assumptions, roles and responsibilities, budget, and project risks.
✓ Announced ASV to the Technical Data Exchange Consultant RFQQ – Soos Creek. Began contract negotiations and the development of the Statement of Work (SOW).	Provides an external technical data exchange consultant with experience and skills to guide AOC technical staff through the design and implementation of INH data exchanges.
Natural to Cobol Conversion	
Activities	***Impact/Value***
✓ Finalized the MOST contract amendment and finalized the defect tracking process.	Removes the barrier to moving forward with the project.
✓ Completed AOC Code Refresh #1 and delivered to MOST.	Fulfills an AOC contract requirement.
Court Business Office (CBO)	
Activities	***Impact/Value***
✓ Continued development of the Court Business Office project organization charter.	Defines how AOC will organize itself to take advantage of opportunities for common statewide configurations that are a result of bringing the Superior Court Case Management System online.
DB2 Upgrade	
Activities	***Impact/Value***
✓ All performance problems have been corrected. AOC will proceed with production implementation.	Brings the AOC database up to current maintenance levels of support and meets the goal of staying on a 2-year upgrade cycle.
BizTalk Upgrade	
Activities	***Impact/Value***
✓ Successfully completed integrated eTicket testing with the pre-production BTS 2010 servers. Confirmed that DOL could read the BTS messages.	Confirms eTicket capability on the pre-production BTS 2010 servers.
Vehicle Related Violations (VRV)	
Activities	***Impact/Value***
✓ Tier 1 – Go Live Kirkland	Kirkland Muni has been receiving VRV tickets through the data exchange since December 15, 2011.

CA Clarity Implementation	
Activities	***Impact/Value***
✓ WinMill has delivered the Amendment 2, Phase 2 Bi-Weekly Status Report.	The phase 2 deliverables includes the initial “out of the box” installation of Clarity in all three environments (Development, Test, and Production); the architectural analysis and approved architectural diagram; the Installation Reports, and the Solution Requirements Specifications Document.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ Sierra Systems completed verification testing of the (10) SCDX Production Increment 1 web services.	Ensures that the software delivered will meet AOC requirements. These tests are being performed prior to the start of AOC QA testing.

ITG #002 Superior Court Case Management RFP	
Activities	***Impact/Value***
✓ Published a RFQQ for a Quality Assurance Professional (QAP).	Provides quality assurance for the overall SC CMS Project.
✓ Appointed Special Assistant Attorney General (SAAG) Rich Wyde, who has expertise in negotiating large, level-3 contracts.	Provides legal counsel on any critical language that should be built into the Request for Proposal (RFP) to create optimal contract negotiation conditions.

ITG #028 CLJ Parking Module Modernization	
Activities	***Impact/Value***
✓ Added Solutions Architect review information into final cost analysis for feasibility study draft.	In preparation for presenting the Feasibility Document to the ITG028 Advisory Board.

ITG #045 Appellate Electronic Document Management System (EDMS)	
Activities	***Impact/Value***
✓ The team developed a Search Business use case; the last of (22) business Use Cases that the Appellate Courts have identified for documenting their EDMS business requirements.	Define Appellate Court EDMS business requirements using business Use Cases. These Use Cases will be used to validate the EDMS system technical requirements and define the Appellate Courts EDMS acceptance criteria.

ITG #081 Adult Risk Assessment Implement STRONG 2 Tool	
Activities	***Impact/Value***
✓ Contracted with Dr. Barnoski to perform the association of STRONG Severity Codes with RCWs.	Matching STRONG Severity Codes to JIS criminal codes is necessary to automate the risk assessment.
✓ Developed initial prototype of ASRA System.	Creates the assessment application that will be used by local jurisdictions.
✓ Developed a JABS prototype that incorporates a tab for viewing static risk assessments.	Allows judges on the bench access to risk assessment reports.

ITG #009 Accounting in the Data Warehouse	
Activities	***Impact/Value***
✓ The work group approved prototypes of “Cases with finding date and A/Rs in potential status” reports.	Obtain user approval of the report layout and parameters
✓ The team completed changes to requirements and a prototype for “Detail of A/R type codes entered, paid, outstanding” and requirements for the “Summary of A/R type codes entered, paid, outstanding” reports for review by the work group at their March 20 meeting.	Obtain complete user requirements.
✓ Began modification of obligation history and obligation summary tables. Began design of new trust table.	Provide data for requested reports.

Detailed Status Reports

Status Update Key

	Green = Progressing as planned.
	Yellow = Changes with moderate impact.
	Red = Severe changes or significant re-work is necessary.

Transformation Initiative Status Reports

Transformation Program Track

:

Reporting Period thru January 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Martin Kravik
Business Area Manager: William Cogswell, ISD Associate Director	**Consultant/Contracting Firm:** N/A

Description:

The ISD Transformation Program places the remaining Transformation Initiatives under a single umbrella. The goals of this approach are to expedite the completion of the Initiatives by reducing redundant administrative overhead, ensure better cohesiveness between Initiatives, and provide a more rational and consistent implementation of the Initiatives.

Business Benefit:

- Prepare ISD processes to support the implementation of Superior Court Case Management System and other COTS
- Ensure use of consistent and integrated processes across ISD functional areas to enable the efficient delivery of services.
- Implement a governance organization and decision making processes to maximize investments and utilization of resources.

.

Business Drivers				
Improve Decision Making X	Improve Information Access ☐	Improve Service or efficiency X	Manage Risks X	
Maintain the business X	Manage the costs X	Increase organizational capability X	Regulatory compliance or mandate ☐	

JISC Approved Budget	**Allocated through January 31, 2012**	**Actual through January 31, 2012**
	$	$

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes:

Progress

Phase	☐ Initiate	☒ Planning	☒ Execute	☐ Close

Schedule		
	Planned Start Date: July 2011	**Planned Completion Date:** Sept 2012
	Actual Start Date: July 2011	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ Hired a system integrator to lead the IBM Rational suite of tools configuration effort.	Brings in expertise AOC did not previously have to kick start the use of the IBM Rational suite of tools for requirements management, quality control management, release management, and change management.
✓ Completed draft requirements for the integration of the processes within Rational.	The requirements document clarifies roles, responsibilities, workflow through the various processes and approval gates, and triggers subsequent events.
✓ Launched the Decision Process Framework initiative and developed the Leadership Team decision management process.	Documents issues, related decisions and the communication of decisions to ISD. Increases consistency of decisions.
✓ Completed iteration 2 of 3 of the Decision Process Framework SharePoint site.	SharePoint is a collaboration tool containing templates and functions that will enable ISD to easily implement and maintain this

	process.
✓ Developed the Vendor Management initiative schedule.	Provides the vehicle with which to track progress and staff time, which increases ISD's transparency.
Activities Planned	**Impact/Value**
° Begin development of Release, Change, and Configuration Management project schedule.	Provides the vehicle with which to track progress and staff time, which increases ISD's transparency.
° Define the Enterprise Security Management initiative	Implementing Enterprise Security Management increases the maturity of the ISD organization in alignment with JISC expectations.
° Present the Decision Process Framework to the ISD Leadership Team	Ensures users' acceptance and buy-in.

COTS Preparation Program Track

:

Reporting Period thru January 31, 2012

Executive Sponsor(s)	**IT Project Manager:**
Vonnie Diseth, CIO/ISD Director	Mike Walsh
Business Area Manager(s):	**Consultant/Contracting Firm:**
Dennis Longnecker, Infrastructure Manager Jennifer Creighton, Data & Development Manager Michael Keeling, Operations Manager William Cogswell, Associate ISD Director Dirk Marler, JSD Director	N/A

Description:

The COTS Preparation (COTS-P) Program objective is to prepare the AOC JIS environment to support the future transition to a COTS based suite of applications. The Superior Court Case Management System (SC CMS) Project is expected to be the first COTS based application to be implemented within the AOC JIS. As the first COTS application, the SC CMS implementation will validate many of the preparation assumptions for supporting future COTS product implementations.

The implementation of the COTS-P Program has been organized into three (3) specific programs categories of sub-project to facilitate effective and efficient planning, management and reporting. The programs are organized as:

- COTS-P Infrastructure Program (Network, Compute and Storage) of six (6) related sub-projects
- COTS-P Application Program (Data Warehouse and Applications) of six (6) related sub-projects
- COTS-P Business Program (Business and Organizational Processes) of one (1) related sub-projects

Note: The Courts Business Office (CBO) projects, which was originally grouped with the COTS-P, was removed and is now a stand-alone project outside of COTS-P.

Business Benefit:

The COTS-P Program outcome will provide at the project level, the appropriate analysis, design, documentation, acquisitions and implementation of technology and processes within the JIS environment to support the future strategic plan to transition from in-house application development to COTS based products.

The COTS-P program will validate the current and future state of the Infrastructure, Application and Business environments necessary to:

- Position AOC to support future COTS based application implementations
- Directly support the SC CMS and INH project implementations
- Assure no planning, acquisition and/or implementation duplicity or gaps occur across related projects and initiatives.

Business Drivers								
	Improve Decision Making	☐	Improve Information Access	X	Improve Service or efficiency	☐	Manage Risks	X
	Maintain the business	☐	Manage the costs	☐	Increase organizational capability	X	Regulatory compliance or mandate	☐

JISC Approved Budget	**Allocated through January 31, 2012**	**Allocated through January 31, 2012**
	$	$

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	◆

Status Notes: Progress continues during the project's Initiation Phase. The structuring matrix has been completed and set for review by all section managers and section SME. The development of the COTS-P Infrastructure charter is also underway and the review and signing is scheduled for 02/29/12 or sooner. The SC CMS Organizational Change Strategy project objectives and deliverable are being reviewed the Policy and Planning Section, and charter development is expected to start shortly. The COTS-P Application projects objectives and deliverables are currently being vettedwith section managers and SMEs.

All COTS-P program structuring develepment, review and approval is expected to be completed no later than 02/02/12. This will allow for rapid development of all required COTS-P charters with a NLT completion date of 02/29/12. The schedule was extended from 2/15/12 to 2/29/12 due to attendence and weather challenges.

Progress

January - 5%

Phase	X Initiate	☐ Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 12/19/11		**Planned Completion Date:** TBD	
	Actual Start Date: 12/19/11		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Determined and documented executive sponsorship expectations for COTS-P.	Assures that each project completion metric aligns with executive sponsorship expectations.
✓ Evaluated all mini-charters and initial draft of COTS Prep charter.	Clearly defines each project and determines objective and deliverable gaps.
Activities Planned	**Impact/Value**
o Develop and obtain approval of a program based structure to organize all COTS-P sub-projects.	Provides the authoritative planning guideline for the development of each project charter and identifies project inter-dependency.
o Develop and obtain approval for project charters.	Defines project objectives, deliverables, completion metrics, and budget/schedule estimates required to move from the Initiation Phase to the Planning Phase.

Information Networking Hub (INH) Program Track

:

Reporting Period thru January 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Dan Belles
Business Area Manager: Jennifer Creighton, Data & Development Manager	**Consultant/Contracting Firm:** N/A

Description:

The Information Networking Hub (INH) has been initiated as one of three separate Project/Program tracks. While the INH is being built to support the implementation of a Superior Court Case Management System (SC CMS), it is also building a foundation for data exchanges with other COTS packages and local court systems.

The INH is the required future state architecture needed to support information exchanges between the JIS central database (new and existing) and local systems. This Project involves a core team of resources with the experience and knowledge of AOC systems, "as is" and the "to be" future state to support the building a robust enterprise architecture capable of exchanging messages from disparate systems with one common messaging standard.

The first phases of the INH project begin with the development of the Foundation components and Pilot Deployment of two services. Initially, the components of the INH will be developed in a sequencing priority based on the needs of the SC CMS integration, but will continue to build on meeting the needs for other COTS applications and local systems in the future.

Business Benefit:

- Seamless integration of current and future as well as centralized and local applications that provides better customer experience
- Near real-time information exchanges through "publish-subscribe" mechanisms that facilitates the sharing of data and dramatically reduces duplicate data entry
- Modern architecture that aligns with latest technology trends to provide flexibility and the ability to deliver new customer requests in a timely manner
- A centrally managed data repository governed by data standards and quality
- A centralized security framework that can meet the needs for ensuring data is secure
- Enhanced customer interfaces to improve productivity, advance decision-making capabilities and aid in access to justice

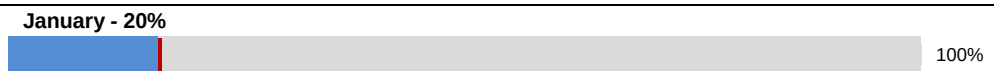
Business Drivers								
	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	X

JISC Approved Budget	**Allocated through January 31, 2012**	**Allocated through January 31, 2012**
	$	$

Current Status	**Scope**	▲	**Schedule**	▲	**Budget**	●

Status Notes:

Progress



Phase	X Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: July 2011	**Planned Completion Date:** June 2012
	Actual Start Date: July 2011	**Actual Completion:** TBD

Activities Completed	**Impact/Value**
✓ Complete INH Project Charter for the Foundation	Provides project authorization, scope statement, goals,

	and Pilot phases.	assumptions, roles and responsibilities, budget, and risks.
✓	Met with Franklin and Benton County court IT staff to discuss possible Pilot Sites.	Provides potential Pilot Court to partner with AOC to help put two services into production and a prototype from which AOC can improve its service delivery capability and implementation of future services.
✓	Completed Technical Data Exchange Consultant evaluation of vendor proposal and interview. Announced ASV to the Technical Data Exchange Consultant RFQQ – Soos Creek.	Provides an external technical data exchange consultant with experience and skills to develop and INH Technical Lead Plan and guide AOC technical staff through the design and implementation of INH data exchanges.
	Activities Planned	**Impact/Value**
o	Obtain Charter Approvals	Provides authority and direction for the project, approval for the budget, scope, schedule, and resources. Provides guidance to manage issues, risks, and project constraints.
o	Identify a viable local court to discuss participation as an INH pilot site.	Provides a viable pilot site to prototype the first two INH services in production by partnering with a local court user to learn and improve on service delivery.

Natural to COBOL Conversion

Reporting Period thru January 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Dan Belles
Business Area Manager: Jennifer Creighton, Data & Development Manager	**Consultant/Contracting Firm:** Most Technologies

Description: To convert the AOC's mainframe applications using the Natural programming language to COBOL.

Business Benefit: The Natural to COBOL conversion provides a number of benefits to the AOC including significant cost savings from reduced licensee fees and the creation of a 3-tier architecture that reduces costs for maintenance and enhancements to code source. It also provides increased system performance and aligns with future state enterprise architectural standards. Finally, it simplifies maintenance coverage, infrastructure support and ISPW (Change Management Application) upgrades.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency X	Manage Risks ☐
	Maintain the business ☐	Manage the costs X	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated through January 31, 2012**	**Allocated through January 31, 2012**
	$	$

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes: AOC and MOST representatives met to go over the proposed contract amendment and came up with an agreement. Vendor Relations Representative is working on the revised Contract amendment which will be reviewed by AOC and then sent to MOST for approval. Weekly status meetings with MOST continue and we have resolved all testing issues, questions that were raised. The Project team members are made aware of the timelines.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: April 2011	**Planned Completion Date:** April 2012
	Actual Start Date: April 2011	**Actual Completion**

Activities Completed	**Impact/Value**
✓ Finalized the MOST contract amendment.	Ensures that the project can move forward.
✓ Finalized and approved ISPW contract with Benchmark.	Enables ISPW tool configuration for mass compilation work to begin.
✓ Finalized defect tracking process.	Ensures tracking and resolution of identified defects.
✓ Delivered Code Refresh items to MOST.	Completes AOC contract requirement.
✓ Discovered that VRV calling sequence does not work and raised issues with Parallel pilot.	Ensure that all functionality works in Go Live and enable AOC to pilot individual courts.

Activities Planned	**Impact/Value**
o Monitor ISPW contract work with Benchmark.	Ensures proper ISPW configuration, which is critical to be able to promote code.
o Resolve VRV calling sequence and Parallel Pilot concerns.	Ensure that all functionality works in Go Live and enable AOC to pilot individual courts.

DB2 Upgrade

Reporting Period thru January 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Sree Sundaram
Business Area Manager: Dennis Longnecker, Infrastructure Manager	**Consultant/Contracting Firm:** N/A

Description: The AOC uses the IBM database product DB2 to provide a repository for statewide court data. Over time newer versions of DB2 are released and older versions of DB2 become unsupported. In order to maintain proper support of the statewide court data, periodic upgrades of the DB2 product need to be implemented at the AOC.

Business Benefit: The DB2 v10 Upgrade will bring the AOC database up to current maintenance levels of support and meet the goal of staying on a 2 year upgrade cycle.

Business Drivers				
Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
Maintain the business	☐	Manage the costs	☐	Increase organizational capability	X	Regulatory compliance or mandate	☐

JISC Approved Budget	**Allocated through January 31, 2012**	**Allocated through January 31, 2012**
	(staffed internally)	(staffed internally)

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes: IBM confirmed on 02/01/12 that the performance issue has been corrected.

Progress

January - 90%

100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: March 2011	**Planned Completion Date:** December 2011
	Actual Start Date: March 2011	**Actual Completion**

Activities Completed	**Impact/Value**
✓ IBM confirmed that the original and supplemental performance issues have been resolved and AOC can move forward with production implementation.	Brings the AOC database up to current maintenance levels of support and meets the goal of staying on a 2-year upgrade cycle.
Activities Planned	**Impact/Value**
o Infrastructure team (Database Administrators) will start the upgrade at 5:00 AM on 2/01/12. Normal operations utilizing DB2 v10 are expected to begin at 7:30 AM on 2/09/12.	Prepares AOC and the user community for production implementation.

BizTalk Upgrade

Reporting Through January 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO / ISD Director	**IT Project Manager:** Bill Burke
Business Area Manager: Jennifer Creighton, Data & Development Manager	**Consultant/Contracting Firm:** N/A

Description: This project will perform the following:

- Deploy new redundant BizTalk servers
- Upgrade BizTalk 2006 to BizTalk 2010
- Upgrade SQL Server 2005 to SQL Server 2008R2
- Re-host existing BizTalk orchestrations from BizTalk 2006 to 2010

This project is intended to be deployed to production prior to the SCOMIS Data Exchange (DX) project so that the new BizTalk programs developed by the SCOMIS DX project can be developed for BizTalk 2010 and will not have to be re-hosted from the BizTalk 2006.

Business Benefit: Provide additional capacity and ensure vendor support for the AOC BizTalk server solution.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access X	Improve Service or efficiency X	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☐	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated through January 31, 2012**	**Allocated through January 31, 2012**
	(staffed internally)	(staffed internally)

Current Status	**Scope**	●	**Schedule**	◆	**Budget**	●

Status Notes: Project is on hold awaiting resolution of BizTalk server problem where services are shutting down (normal) but not being restarted. Microsoft is engaged in working this issue. AOC is also coordinating with DIS, WSP & DOL for supporting an integration test.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: October 2010	**Planned Completion Date:** February 2012
	Actual Start Date: November 2010	**Actual Completion**

Activities Completed	Impact/Value
✓ The team successfully completed integrated eTicket testing with the pre-production BTS 2010 servers. The team confirmed that DOL could read the BTS messages. No issues were identified.	Confirms eTicket capability on the pre-production BTS 2010 servers.
✓ Completed VRV performance tests on the pre-production BTS 2010 servers.	Confirms server performance and configuration settings.
✓ Completed a VRV integration test with Everett.	Confirms that the changes Everett made in their XML message processing would still allow their system to successfully read VRV messages.

Activities Planned	Impact/Value
° Run the VRV performance tests on the pre-production BTS 2010 servers. BTS 2010 performance is confirmed by submitting batches of messages starting at 500 messages per batch up to 2,000 messages per batch.	Ensures that the interface between the BizTalk servers and the CICS mainframe is optimally throttled.
° Run VRV integration tests with Everett, Kirkland,	Ensures that these agencies can read the VRV messages

and Lakewood.	transmitted by the BTS 2010. Agencies that are using industry standard techniques for parsing XML messages should not be impacted by this change.
° Review the BizTalk production cut-over checklist.	Ensures that all risks during cut-over to production will be mitigated.

Vehicle Related Violations (VRV) Operational Readiness

Reporting Period Through January 31, 2012

Executive Sponsor Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Michael Walsh
Business Area Manager Jennifer Creighton, Data & Development Manager	**Consultant/Contracting Firm:** N/A

Description: Vehicle Related Violations (VRV) was designed to automate the input and submittal of parking violations as received by local courts through local 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 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 focus of this engagement between CodeSmart Inc. and AOC is to enable VRV Operational Readiness inclusive of performance tuning, infrastructure setup, and transition to ISD Operations for ongoing support and maintenance.

Business Benefit: 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.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access X	Improve Service or efficiency X	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☐	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated through January 31, 2012**	**Actual through January 31, 2012**
	$	$

Current Status	**Scope**	●	**Schedule**	⬢	**Budget**	●

Status Notes: Kirkland is processing VRV tickets. Lakewood has completed acceptance testing and they are finalizing an SLA between the RedFlex, Lakewood's traffic ticket solution provider and CodeSmart, the VRV web service provider. Issaquah is in the process of functional testing and acceptance.

Next steps are:

1. Continue to track progress with Tier 1 courts (Issaquah and Lakewood) until they are processing VRV tickets

Work with the Tier 2 courts (Lynnwood, Fife, and Tacoma) on the on-boarding collarboartion with JINDEX and the Department of Enterprise Services.

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** March 2010		**Planned Completion Date:** June 2012	
	Actual Start Date: March 2010		**Actual Completion Date:**	

Activities Completed	**Impact/Value**
✓ Tier 1 – Go Live Kirkland	Kirkland Muni is in the process of completing a service level agreement with RedFlex, their Traffic System solution providers. Once the SLA is in place, Lakewood will start submitting VRV ticket messages into DISCIS.

Activities Planned	**Impact/Value**
o Tier 1 – Go Live Issaquah and Lakewood	Lakewood (RedFlex) and Issaquah (ATS) are working with their vendors to establish web services start dates.
o Tier 2 - Kickoff	Initial meeting to engage Tacoma, Fife, and Lynnwood in the on-boarding process.

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
On-board Tier 1 (Kirkland)	4/01/2011	~~12/01/2011~~ 12/31/2011	12/15/2011
On-board Tier 1 (Issaquah, Lakewood)	4/01/2011	~~12/31/2011~~ 1/30/2012	
On-board Tier 2 (Tacoma, Lynnwood, and Fife)	5/01/2011	~~3/16/2012~~ June 2012	

CA Clarity Implementation

Reporting Period Through January 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Mike Walsh
Business Area Manager: Bill Cogswell, Associate Director ISD	**Consultant/Contracting Firm:** WinMill Software, Inc.

Description: AOC requires a process to accurately monitor and measure the costs and performance of IT assets in order to make sound decisions regarding all IT investments. ISD is committed to the implementation of IT Portfolio Management (ITPM) in order to thoroughly document and manage IT assets. Common standards generated by ITPM assist IT Governance (ITG) and the Project Management Office (PMO) to assess the costs, initial and ongoing, as well as the value, anticipated and returned, on single or aggregated assets. The AOC implementation of CA Clarity outcome of the ITPM initiative is a process through which ISD can model its strategic IT decisions and a methodology supporting consistent asset management.

Business Benefit: The Clarity implementation will automate manual ITPM and PMO processes and provide a unified, single data source for portfolio management. Using Clarity will provide the AOC Portfolio Manager and PMO with tools to manage AOC's portfolios. These tools include: real time reporting, resource management functions, and document management integration.

Business Drivers				
Improve Decision Making X	Improve Information Access X	Improve Service or efficiency X	Manage Risks X	
Maintain the business ☐	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate ☐	

JISC Approved Budget	**Allocated through January 31, 2012**	**Actual through January 31, 2012**
	(staffed internally)	(staffed internally)

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	●

Status Notes: The user acceptance testing is taking longer than planned and is behind schedule by 7 – 10 days.

The revised Clarity deployment date is 2/15/2012.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	X Close

Schedule		
	Planned Start Date: March 2011	**Planned Completion Date:** November 2011
	Actual Start Date: May 2011	**Actual Completion** March 2012

Activities Completed	**Impact/Value**
✓ Amendment 2, Phase 2 – Received Bi-weekly project status report from WinMill.	The phase 2 deliverables includes the initial "out of the box" installation of Clarity in all three environments (Development, Test, and Production); the architectural analysis and approved architectural diagram; the Installation Reports, and the Solution Requirements Specifications Document.

Activities Planned	**Impact/Value**
o AOC will execute the User Acceptance testing on Amendment 2, Phase 2 Bi-weekly project status report	Ensures that all requirements and specifications have been met.
o WinMill will deliver Bi-weekly project status report, Amendment 2, Phase 3	Ensures that Clarity is ready to deploy to production.
o WinMill will deliver Bi-weekly project status report, Amendment 2, Phase 4	Ensures that AOC receives Clarity post-production support.

Project Status Reports

Approved Project Status Reports

ITG #121 Superior Court Data Exchange

Reporting Period Through January 31, 2012

Executive Sponsor(s) Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Bill Burke
Business Manager: Jennifer Creighton, Data & Development Manager	**Consultant/Contracting Firm:** N/A

Description: The Superior Court Data Exchange project will deploy a Data Exchange that will enable all local court Case Management Systems to access the Superior Court Management Information System (SCOMIS) services via a web interface using a standard web messaging format. The project scope consists of deploying (63) web services that will be available to all local court Case Management Systems.

Business Benefit: The Data Exchange will eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and reduce support costs through a common technical solution for sharing data. At the end of Phase I (Detailed Analysis and Design), AOC will have a complete list of business requirements driven by the customer groups and established a list of services based on these requirements. At the end of Phase II (Implementation), Superior Court data will be available for both query and updates using the nationally recognized NIEM standard and SOA.

Business Drivers								
	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
	Maintain the business	☐	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

JISC Approved Budget	**Allocated through January 31, 2012**	**Actual through January 31, 2012**
	$	$

Current Status	**Scope**	●	**Schedule**	◆	**Budget**	●

Status Notes*:* The JISC approved a revised project plan on January 21, 2012.

Progress

January - 95%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule SCDX	**Planned Start Date:** January 2011	**Planned Completion Date:** December 2012
	Actual Start Date: January 2011	**Actual Completion Date:** TBD
Schedule Increment 1	**Planned Start Date:** Aug 2011	**Planned Completion Date:** January 2012
	Actual Start Date: Aug 2011	**Actual Completion Date:**

Activities Completed	**Impact/Value**
✓ Sierra Systems QA Team has completed verification testing of the (10) SCDX Production Increment 1 web services	Sierra Systems verification testing will confirm that the software delivered meets AOC requirements. These tests are being performed prior to the start of AOC QA testing.
✓ Sierra Systems revised the BizTalk Build & Deploy and BizTalk Technical Design Documents based upon results of AOC review of these documents. These documents are currently being reviewed by the AOC project team.	The build and deployment documentation is used by the AOC to build and deploy the software application that Sierra Systems has delivered for SCDX Production Increment 1.

Activities Planned	**Impact/Value**
o Sierra Systems is expected to deliver (4 – 6) SCDX Production Increment 1 web services to the AOC.	These web services will enable an external court system to perform these SCOMIS//JIS transactions via a computer interface.
o The AOC will build and deploy the SCDX web services delivered by Sierra Systems. The AOC team intends to perform an integrated test	This integrated test will be performed in Dev and verify that the web services transactions integrate across BizTalk, MQ Manager, Java/Jagacy and SCOMIS using the SCDX Test

in the Dev environment using the SCDX Test driver to drive transactions through the SCDX.	Driver. Following the successful completion of these tests, the SCDX web services will be tested by the AOC QA team in the QA environment.

Milestones Planned and Accomplished

Milestone – Increment 1	Original Date	Revised Date	Actual Date
Final Sierra Systems Application Design Documents for Production Increment 1	10/7/2011	12/5/2011	12/8/2011
SCDX Standalone Test Driver Complete – Prod Increment 1	10/31/2011	12/5/2011	12/9/2011
SCDX Development Complete – Prod Increment 1	11/16/2011	12/16/2011	12/16/2011
Start SCDX Verification & Validation Testing – Prod Increment 1	12/2/2011	12/16/2011	12/16/2011
SCDX Verification & Validation Complete – Prod Increment 1	12/1/2011	1/31/2012	
SCDX Production Increment 1 Complete	12/23/2011	2/17/2012	

ITG #002 Superior Court Case Management System (SC-CMS) RFP

Reporting Period Through January 31, 2012

Executive Sponsor(s)	**IT Project Manager:**
Superior Court Judges Association (SCJA) *Judge Laura Inveen, President* Washington State Association of County Clerks (WSACC) *Betty Gould, President* Association of Washington Superior Court Administrators (AWSCA) *Frank Maiocco, President*	Kate Kruller, PMP **Consultant/Contracting Firm:** MTG (Management Technology Group) **Business Manager** Vonnie Diseth, CIO/ISD Director

Description: The Superior Court Case Management System (SC CMS) Project is intended to procure and implement a software application that will enable the AOC to support the business functions of state superior courts and county clerks by acquiring and deploying a Superior Court Case Management System to all 39 Superior Courts in the state. The SC CMS will specifically support calendaring and caseflow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

Business Benefits: The Superior Court Case Management (SC CMS) will define requirements for and procure a case management system that (1) is consistent with the business and strategic plans approved by the JISC; (2) follows the JISC guidelines and priorities for IT decision making; (3) modernizes AOC technology; (4) works within planned technology architecture; (5) supports improvements in superior court operations; and (6) provides the opportunity and incentives to retire legacy systems such as SCOMIS.

Business Drivers	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency X	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☐	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated thru January 31, 2012**	**Actual thru January 31, 2012**
	$	$

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes:

Technical Requirements Gathering:
A two day session with the AOC Technical Team and the local Superior Court Staff is scheduled for February 8 and 9 at the AOC SeaTac Office. The documentation prepared by the AOC Technical Team includes JIS business services, application integration requirements, mandatory data requirements, and general technical requirements.

Quality Assurance Consultant:
Due to the amount of questions received from vendors (approximately 46 questions) this week, responses were published one day later than scheduled. An amendment was filed to reflect this delay but no impacts to existing amended schedule.

Special Assistant Attorney General (SAAG):
AOC's SAAG, Rich Wyde, is officially on board. One dinner meeting took place with Rich Wyde and Jeff, Vonnie, and John Bell this week. Rich will review the list of questions from the Steering Committee in regards to the RFP evaluation team structure. Rich was also given a copy of the RFP outline for input or feedback.

Communication:
A new SC CMS Project Oversight and Coordination team has been created. The team includes Kate, Maribeth, Vonnie, Bill, and Mike Davis. Meetings are scheduled weekly to:

- Ensure an ISD internal review and approval of the content and quality of SC CMS project documentation and deliverables prior to being sent out to various committees and groups;
- Ensure agreement with what is being proposed to being reviewed by outside organizations
- Establish work priorities
- Review plans for completing the work; and
- Monitor progress

SCJA Conference CMS Session Planning:
Heather Williams is facilitating these sessions to plan for the Superior Court Judges & Administrators (SCJA) conference scheduled for Sunday, April 29th – May 2nd at Suncadia Resort. The CMS session/presentation is scheduled for the early part of afternoon on Sunday April 29th. (The County Clerk's conference is scheduled for Monday, March 26th.)

MOTION APPROVED BY JISC SEPTEMBER 9, 2011:

JISC direct AOC to develop an RFP that would implement the recommendation of MTG Management Consultants, in the Superior Court Case Management Feasibility Study Report, Version 1.3, that AOC acquire, implement, and centrally host a statewide, full-featured, commercial case management system for superior courts, subject to the following conditions:

- A new RFP Steering Committee needs to be formed, with a new charter and structure.
- There will be formal motions for all decisions and detailed minutes of all meetings held.
- The committee will be composed as follows:
  - 3 Clerks
  - 3 Judges/Court Administrators (at least 1 judge and 1 administrator). And of the three, 1 must be from King County.
  - 2 AOC representatives with limited voting ability (State Court Administrator and CIO. No vote on final recommendation.
- There will be a majority Vote (of four) for all decisions.
- The JISC cannot override a "no" vote or a "none of the above" vote from the RFP Steering Committee.
- The JISC can only support or reject a recommendation from the Steering Committee. It cannot adopt a substitute.
- A "none of the above" recommendation from the steering committee on the COTS alternative will result in review of the other feasibility study alternatives without going back through the IT Governance process.
- To meet the requirements of the legislative proviso, the presidents of the Superior Court Judges Association, Association of Washington Superior Court Administrators and the Washington State Association of County Clerks will affirmatively confirm that it meets the needs of their members in the 39 counties before the RFP is issued.
- The intention of the project is that this new CMS will eventually replace SCOMIS in the JIS Portfolio.
- There will be two stoplights in the process to re-evaluate before moving forward:
  1. After the RFP Development (Yes/No) (prior to release of the RFP). A "no" is an acceptable decision and would also be considered a success.
  2. Prior to contract award, if the RFP is issued. A "non-contract award" is an acceptable decision to not go forward.
- There must be recognition that the Data Exchange/Information Networking Hub (INH) must be completed regardless of this project. But, it is not a deliverable of this project.
- There is agreement among the above-named associations that there should be no net increase in the County Clerks' labor with a new system. Meeting the County Clerks' needs will be based on results (what needs to be done), not process (the manner in which it is done).
- 95% of King County's functional requirements must be met.

King County must be part of the first rollout (first 18 months of the project).

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Progress	**January - 10%** 100%			
Project Phase	☐ Initiate	**X** Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** September 2011		**Planned Completion Date:** December 2017	
	Actual Start Date: September 2011		**Actual Completion Date:** TBD	

Activities Completed	Impact/Value
✓ On-boarded Special Assistant Attorney General (SAAG) Rich Wyde.	Increases the likelihood of successful contract negotiations.
✓ Released Request for Qualifications and Quote (RFQQ) for a Quality Assurance Professional.	Adds rigor to the process. This increases the likelihood of a successful implementation with little to no rework, keeping the project cost in line with projections.
Activities Planned	**Impact/Value**
o Create SC CMS Project Charter	Project Management methodology documentation to establish expectations in the area of Project Planning.
o Create New SC CMS Project Communications Plan	Project Management methodology documentation to establish Project Management Plan in the area of Project Planning.
o Review Technical Requirements Document with various stakeholders	Project Management methodology documentation to establish Project Management Plan in the area of Project Initiation.

Milestones Planned and Accomplished

Milestone	Original date	Revised Date	Actual Date

PHASE II Procurement RFP			
Procurement RFP	03/31/2012	Functional Requirements identified by 12/31/2011 RFP Schedule/Work Plan 01/03/2012 RFP Ready to Publish 03/02/2012	

ITG #028 CLJ Parking Module Modernization

Reporting Period Through January 31, 2012

Executive Sponsor(s) Jeff Hall, State Court Administrator Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Michael Walsh **Consultant/Contracting Firm:** N/A **Business Manager** Mike Keeling, Operations Manager

Description: AOC will undergo the investigation of a number of issues raised by the DMCMA concerning the inability of the JIS parking module in monitoring parking vehicle related violations, receivables and interfaces. The parking module was developed prior to the advent of red-light and photo-speed camera violations (also known as VRV). A feasibility study will be conducted to determine if indeed a better solution is required and to suggest a recommended solution.

Business Benefits: Updating the existing parking data module will include minimizing clerical resources devoted to data entry and increase the accuracy and completeness of case filing. Increased revenue with more proficient monitoring and use of time payments and collection resources will also occur.

Business Drivers				
Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
Maintain the business	☐	Manage the costs	X	Increase organizational capability	☐	Regulatory compliance or mandate	☐

JISC Approved Budget	**Allocated through January 31, 2012**	**Actual through January 31, 2012**
	$	$

Current Status	**Scope**	●	**Schedule**	⬢	**Budget**	●

Status Notes: Mike Walsh was assigned as the Project Manager to replace Wendy Loewen. The project team is working on finalizing the Feasibility Document and presenting it to the ITG028 Advisory board.

Progress

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: April 2011	**Planned Completion Date:** Oct 2011
	Actual Start Date: April 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ Complete Review with Solutions Architect into final cost analysis for feasibility study draft	In preparation for presenting the Feasibility Document to the ITG028 Advisory Board.
Activities Planned	**Impact/Value**
o Final review of Feasibility Document with internal team, leadership team	Provide costing information for alternative solutions to allow customers to make an educated decision on whether or not to proceed with upgrade
o Present findings to Customers	Go/No Go Decision to continue CLJ-PMM as a project

ITG #045 Appellate Courts Electronic Document System (EDMS)

Reporting Period Through January 31, 2012

Executive Sponsor(s)	**IT Project Manager:**
Appellate Courts Steering Committee Justice Debra Stevens, Committee Chair Vonnie Diseth, CIO/ISD Director	Bill Burke
	Consultant/Contracting Firm: N/A
	Business Manager Jennifer Creighton, Data Manager

Description: The Appellate Courts Electronic Document Management System (EDMS) project will implement a common EDMS for the Appellate Courts (Courts of Appeal and Supreme Court) that will support the following:

- Interface to ACORDS
- Provide a web interface for external Court users and public
- Support eFiling of Court documents
- Implement an automated workflow for processing Court documents.

The project will be completed in the following Phases:

Phase 1 – Finalize Appellate Courts EDMS requirements
Phase 2 – Release an RFP to select an EDMS Vendor & system
Phase 3 – Implement the Appellate Courts EDMS system

The JISC has requested a review of EDMS Vendor costs prior to awarding a contract to an EDMS Vendor.

Business Benefits: The project will implement an Appellate Courts EDMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same EDM application(s). Some of the benefits that will be gained are:

- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- Reduce document distribution costs (mail, UPS, FedEx)
- Ability for cross court sharing/viewing of documents
- Reduce the time/cost of compiling documents since they will be digitally stored and will be searchable.

Business Drivers				
	Improve Decision Making X	Improve Information Access X	Improve Service or efficiency X	Manage Risks ☐
	Maintain the business ☐	Manage the costs X	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated through January 31, 2012**	**Allocated through January 31, 2012**
	$	$

Current Status	**Scope**	▲	**Schedule**	▲	**Budget**	●

Status Notes:

Progress

January - 16%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule	**Planned Start Date:** Aug 2011	**Planned Completion Date:** July 2012
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ Developed a Search Business use case for the Appellate Court EDMS. This is the last use case that the Appellate Courts have identified for	Define Appellate Court EDMS business requirements using business Use Cases. These Use Cases will be used to validate the EDMS system technical requirements and define the Appellate

documenting their EDMS business requirements.	Courts EDMS acceptance criteria.
Activities Planned	**Impact/Value**
o Review project status with the Appellate Court stakeholders and EDMS Executive Steering Committee.	Ensures that key stakeholders are current on project progress to date. Helps to maintain stakeholder buy-in.

ITG #081 Adult Risk Assessment STRONG 2 Implementation

Reporting Period Through January 31, 2012

Executive Sponsor Executive Steering Committee, Chair Judge O'Conner Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Martin Kravik
Business Area Manager Mike Davis, Project Management & Quality Assurance Manager	**Consultant/Contracting Firm:** N/A

Description: Develop and implement the static adult risk assessment portion of the WSIPP approved Static Risk and Offender Needs Guide (STRONG) v2 tool. Included in the project is automating scoring using JIS criminal history data and providing an interface to enter out of state criminal history data.

Business Benefit

- Establishes a standard method for generating adult static risk assessments.
- Creates efficiencies by reducing the time to collect, process, and analyze criminal history data from different sources to help arrive to a release/alternative sentencing decision.
- With the static risk level score, judicial officers can make objective and consistent pre-trial decisions about whether to release or detain an offender.
- The static risk score is the first critical step in establishing a system of offender management based on assessment, targeting evidence based interventions to criminogenic needs, applying case management principles, and a system of tracking program effectiveness.
- Establishes an environment for measuring the results in terms of expected outcomes, effectiveness, impacts, and quality of information.
- Protects public safety by identifying higher risk defendants.
- Reduces the likelihood of biases that might result in disproportionate confinement of minorities or other groups or individuals.
- Improves management of the jail population through pretrial decisions and alternative sentencing.

Business Drivers				
	Improve Decision Making **X**	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☐	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated through January 31, 2012**	**Actual through January 31, 2012**
	$	$

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes: Still working on process to communicate the vision and scope of the project.
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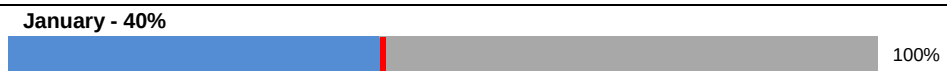
Progress



Project Phase	☐ Initiate	☐ Planning	**X** Execute	☐ Close

Schedule		
	Planned Start Date: July 2011	**Planned Completion Date:** March 2012
	Actual Start Date: July 2011	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
✓ Dr. Barnoski continued matching STRONG Severity Codes to JIS criminal codes.	Necessary to automate the risk assessment.
✓ Developed initial ASRA System prototype.	Creates the assessment application that will be used by local jurisdictions.
✓ Developed JABS prototype that incorporates a tab for viewing static risk assessments.	Allows judges on the bench access to risk assessment reports.
Activities Planned	**Impact/Value**

o Finalize system design.	Translates the system requirements into a blueprint for constructing the applications.
o Finalize a system prototype to present to the implementation courts	Enables the implementation courts the opportunity to provide early feedback on the actual application system.
o Initiate an AOC Adult Static Risk Assessment business program.	Provides ongoing business support to the courts.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Project Charter and Schedule	9/30/2011		11/16/2011
Detailed Project Schedule	9/20/2011	11/30/2011	11/30/2011
Requirements Analysis	10/28/2011		11/03/2011
System Design	11/30/2011		
System Development	02/10/2012		
Quality Control Testing	03/02/2012		
Establish AOC Business Program	02/03/2012		
Develop Training Artifacts	02/03/2012		
User Acceptance	03/09/2012		
Implementation	03/16/2012		
Transition to AOC Operations	03/23/2012		
Project Closeout	03/30/2012		

ITG #009 Accounting in the Data Warehouse

Reporting Period Through January 31, 2012

Executive Sponsor(s) Data Management Steering Committee, Chair Rich Johnson Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Business Area Manager is providing backup
	Consultant/Contracting Firm: N/A
	Business Manager Jennifer Creighton, Data & Development Manager

Description: This project is a result of the approval and prioritization of IT Governance request 009 (ITG 09). This request identified eleven reports that are either unworkable in the mainframe format or are new reports to be created.

Business Benefits: These reports will give the courts better tracking of accounting information, better budget and revenue forecasting, new or improved audit and operational reports, and the ability to answer accounting inquiries from other agencies.

This is a multi-court level request, bringing value to both the Superior Courts and to the Courts of Limited Jurisdiction.

Business Drivers								
	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

JISC Approved Budget	**Allocated through January 31, 2012**	**Actual through January 31, 2012**
	$	$

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes:

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: August 2011	**Planned Completion Date:** Jan 2013
	Actual Start Date: August 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Completed prototypes for "Cases with finding date and A/Rs in potential status" for final approval by the work group at their January 17 meeting	Obtain user approval of report layout and parameters
✓ Completed changes to requirements and prototype for "Detail of A/R type codes entered, paid, outstanding" for review by the work group at their March 20 meeting.	Obtain complete user requirements
✓ Completed requirements for first review for "Summary of A/R type codes entered, paid, outstanding" for review by the work group at their March 20 meeting.	Obtain complete user requirements
✓ Began modifications to obligation history and obligation summary tables to support reports 3, 4, and 5 listed below.	Provide data for requested reports
✓ Began design of new trust table to support "Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Provide data for requested reports
Activities Planned	**Impact/Value**
o "Cases with Finding Date and A/Rs in Potential Status" planned for release in February 21	Provide new accounting reports, or improve existing reporting capabilities
o Complete design of changes to obligation tables,	Provide data for requested reports

	obtain design committee approval, begin testing	
o	Complete design of trust table and obtain design committee approval; begin loading data to development environment	Provide data for requested reports
o	Finalize RDS for “Summary of A/R type codes entered, paid, outstanding”	Obtain complete user requirements

ISD Operational Area Status Reports

ISD Operational Area Reports

Operational Area: IT Policy and Planning

Bill Cogswell, ISD Associate Director

Through January 31, 2012

Includes: Governance, IT Portfolio, Clarity support, Business Relationships, Performance Reporting, Vendor Management, Resource Management, Release Management and Organizational Change / Communications teams

Description: The IT Policy and Planning group is responsible for providing strategic level functions within ISD. AOC ISD Policy and Planning teams support ISD wide transition activities furthering the capabilities and maturities of the entire organization.

Activities Completed this Reporting Period	Impact/Value
✓ Participated in the Clarity Implementation Project	Automate the ITPM capture, analysis and reporting processes and provide greater visibility of the portfolio for planning and managing investments.
✓ Configured Clarity "ISD Resource Allocation Discrepancy by Investment" and "ISD Resource Allocation Discrepancy by Resource" reports.	Ensures that ISD plans investments, forecasts resources, and schedules projects appropriately.
✓ Prepared resource management metrics	Improve ISD's service capabilities
✓ Business Liaisons prepared for and staffed regular and special JISC meetings	Staffing the JISC meeting ensures that the materials for the JISC meetings are prepared, organized and that the agenda and presentations are scheduled according to JISC member input.
✓ Liaisons staffed the IT Governance Court Level User Groups and assisted Endorsing Groups with IT Requests	Facilitating the new IT Governance process and assisting stakeholders with the process helps to ensure that the court community is involved, aware and prioritizing IT requests.
✓ Provided liaison reports to the Superior Court on the status of ISD projects and AOC activities	Communication with stakeholder groups improves their understanding of ISD activities and encourages the flow of communication to and from AOC.
✓ Continued liaison work on the Superior Court Case Management System (CMS) project	Providing input and communicating with stakeholder groups about the CMS project helps to ensure that the end product meets the needs of the customers.
✓ Continued work on coordinating a session about CMS for the SJCA and Clerks spring conferences	Facilitating information about the CMS project at the conferences will provide a broad audience with the opportunities to learn and ask important questions that will help the project to succeed.
✓ Liaisons continued work on the Adult Risk Assessment, Vehicle-Related-Violations, Parking Module Feasibility Study, and other IT Governance implementation projects.	Ensures that customer needs have been gathered and customers are informed about the progress of projects. Helps maintain customer support and buy-in.
✓ IT Service Delivery implemented ITG process to include small code requests and all mandates into ITG. First mandate has completed the process.	Providing better visibility of the work going on in the division.
✓ IT Service Delivery trained IT Portfolio incumbent on ITG processes and procedures.	Provided fallback person in the event of an emergency.
Activities Planned	**Impact/Value**
° Prepare Annual IT Portfolio Report	Mandate. Visibility of AOC's IT investments
° Publish February Resource Management Reports and Project Portfolio List	OCB Project/Resource scheduling and resource management
o Continue Clarity configuration: o Add portlets and dashboards o Create reports	Improves ISD's investment planning and resource allocation capabilities.
° Prepare deliverables for the Transformation Program Track	Improve ISD's service capabilities.
° Complete ISD Monthly Report to the JISC	Providing a monthly report of all ISD activities and project status improves communications with stakeholders and creates transparency and accountability.

o	SC CMS Business Liaison will continue work to coordinate a SC CMS session for the SJCA and Clerks spring conferences	Facilitating information about the SC CMS project at the conferences will provide a broad audience with the opportunities to learn and ask important questions that will help the project to succeed. It will also increase the likelihood of key stakeholder buy-in.
o	Liaisons will continue to staff IT Governance group meetings and provide assistance with IT Governance requests.	The IT Governance process ensures that ISD works on projects that our customers need and want in the priority that they determine.
o	Liaisons coordinated activities and communication with JSD staff for court community meetings.	Ensures consistent customer communication and increases AOC's customer responsiveness.
o	IT Service Delivery will serve as an evaluator for the SC CMS Project QA Vendor RFQQ.	Rigorous selection process will ensure AOC procures the appropriate QA skill set for this major effort.
o	IT Service Delivery will work to apply change management principles to the Natural to Cobol Project.	Provides better planning and control for the effort.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through January 31, 2012

Includes: Enterprise Architecture & Solutions Management and Business Analysts

Description: Architecture & Strategy is a group within ISD that is responsible for providing strategic technology guidance in support of all services provided by ISD. The functions provided by the group include enterprise architecture, solution management, service catalog development, vendor management, enterprise security and business continuity planning.

Activities Completed this Reporting Period	Impact/Value
✓ Participate in review of proposed legislation to determine business impacts and level of effort to implement proposed legislation. January 2012 - 13 Bills reviewed.	Provided needed information for the AOC Fiscal Team to input into Bill Tracker to capture the level of effort required to implement pending legislation.
✓ Drafted SC CMS Technical Requirements	The Technical Requirements will provide guidance in the SC CMS RFP for selection of a CMS solution that is aligned with the AOC architecture and strategy.

Planned Activities	Business Value
o Revised the feasibility study based upon the feedback provided by the advisory committee.	Incrementally improve the current state of the Parking Module to provide more immediate and less costly solution until a more major COTs replacement could be considered.
o Map Functional Requirements to process flow steps and use cases. Ran in to a RRC difficulty so was unable to complete mapping. RRC issue resolved so will complete by February 17, 2012.	Begin mapping to help verify all requirements are tied to a business process and all business processes have requirements. This will also help the test team map test cases to business processes.
o Create requirements document and submit code request to Code Committee	Ability to track compliance of a defendant who committed negligent driving in the 2nd degree and the alternative sentence is imposed
o Documented roles and responsibilities for management review and action. Workgroups will formed to further evaluate and implement security requirements	Reduce risk to AOC-entrusted data.
o Create requirements for the Development team to implement the changes in JIS (DISCIS).	The changes to the rule eliminate the allowance of bail forfeiture as a final disposition in criminal cases. Implementing the changes to JIS will ensure the cases are managed in accordance with the rule, and accurate statistics.
o Provide planning information to support INH project activities.	Project team productivity will be enhanced by translating INH high level strategy to detailed objectives.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through January 31, 2012

Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit

Description: AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) applications, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services, and applications. The infrastructure team in ISD supports the servers (hardware and operating systems) that run all the necessary software applications. Although existing user systems are dated, the systems they run on are current and state of the art. Having a state of the art infrastructure and a team dedicated to maintaining it ensures that the courts and partners throughout Washington State have access to the JIS systems, the data is secure and that downtime for system users is minimized.

Activities Completed	Impact/Value
✓ Preparing for the March 2012 Disaster Recovery Test. Setting up scheduling meeting with the vendor for each of the areas.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Continue to work with IBM on the issues with the DB2 Version 10 System Upgrade. Planned rollout is December 8, 2011 to capture more diagnostic information.	Staying current on software is a vital part of our system availability. DB2 v9 (our current version) goes out of support next year, so we need to migrate to the current versions and stay current with maintenance.
✓ Completed the SMON Network Backbone which improves the network connection with Department of Information Services. This includes both the Public and Private network.	Improves the Network Backbone with DIS. Improves our Network Speeds from 100megabytes per second to 1Gigabyte per second. Also provides for a redundant path to DIS in the event one path fails.
✓ Continue the Work for FY12 Equipment Replacement. Includes COA 1, COA 2, COA 3 and TOJ PC's. Courts of Limited Jurisdiction Computers and Laptops. Seattle Municipal. Contracts issued to Seattle Muni. COA 3 and TOJ Completed. Waiting on COA 1 and COA 2 to determine their equipment requirements. Waiting on Seattle Muni's reimbursement paperwork.	Replace aged (5 year old) equipment with new hardware and operating systems.
✓ Created a WASHINGTON-STATE-COURTS wireless network for visitors to use while in the AOC facilities. This access was copied from how the Legislature provides visitor access.	Improved public wireless access for visitors and guests doesn't require password, but usage is also monitored.

Activities Planned	Impact/Value
o Continue work for FY12 Equipment Replacement. Includes COA 1, COA 2, COA 3 and TOJ PC's. Courts of Limited Jurisdiction Computers and Laptops. Seattle Municipal.	Replace aged (5 year old) equipment with new hardware and operating systems.
o Continue to prepare and test for the upcoming disaster recovery test. As servers are added and deleted to the inventory, the documentation and processes need to be updated.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
o Connect AOC/JIS to the SMON Network Backbone. Private side December 10, followed by public side in January.	Improves the Network Backbone with DIS. Improves our Network Speeds from 100megabytes per second to 1Gigabyte per second. Also provides for a redundant path to DIS in the event one path fails.
o Finish the DB2 v10 Upgrade	Staying current on software is a vital part of our system availability. DB2 v9 (our current version) goes out of support next year, so we need to migrate to the current versions and stay current with maintenance.

Operational Area: Data & Development

Jennifer Creighton, Data & Development Manager

Through January 31, 2012

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.

NOTES

The Data and Development team's work is being reported via the project status reports.

Operational Area: Operations

Mike Keeling, Operations Manager

Through January 31, 2012

Includes: All application units; Web team, Java team, Legacy team, Juvenile & Corrections System team

Description: AOC ISD Operation's teams support new projects and the ongoing maintenance of legacy systems including the Judicial Information System (JIS) application, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services.

Activities Completed	Impact/Value
✓ Legacy – Programming changes to support ESHB 2777.	Saves the court time by more efficiently tracking DV Pled and Proved cases.
✓ Legacy – Complete changes to accept a larger phone extension from WSBA and prepare to process a comprehensive file at the beginning of the year.	Provides more accurate attorney contact information to courts.
✓ Legacy – Completed sizings for numerous proposed legislative bills.	Provides the legislature with timely information to be included in fiscal notes which help them make decisions.
✓ Legacy – Responded to 160 Right Now Incidents	Each RN Incident represents a request from a customer for research, database changes, or programming changes.
✓ Legacy – Changed an error message on CFHS	The error message now accurately describes an internal logic problem error to better inform the client.
✓ Legacy – Made technical changes to CFHS	Saves programmer time on diagnosing and fixing future problems or changes.
✓ Web - JIS Invoice Credits; RN 110304-000015 - Review Requirements. Began testing with Fiscal – expecting some revisions.	Will allow debit and credit processing in JIS-Link billing.
✓ Web - Header design for WA Courts ✓ Initiate review with stakeholders ✓ Develop stored procedure to capture search terms for enhanced search process	Provides an updated look and feel for the WA Courts site, without impacting overall site structure or page content. Initial steps to improve search functionality on WA Courts site.
✓ Web - Washington State Aggression Replacement Training (WSART) Application. ✓ Database structure has been created and supporting queries have been built.	The purpose of the WSART application will be to improve the integrity of externally collected data that will be used by the courts and JSD Research group.
✓ Web - Course Evaluations ✓ Both the evaluation submission and results reporting sites have been built. Clients are now providing feedback which includes some reporting modifications.	Web based evaluations are easier and more convenient for the students, and the resulting electronic data can be easily compiled by JIS Educators.
✓ Java – JABS ✓ Completed JABS release 5.0 to be deployed to production Feb 6. Release includes partial implementation of ITG 96 'Allow JABS Access to SCOMIS sentencing and JIS plea and sentencing information', performance improvements, fix for bug CQ 15536, 17858, 17916.	Improve ease of access to critical data, enhance user experience.

✓ Java – Superior Court Data Exchange ✓ Received delivery of first 10 web services from Sierra Systems and deployed to Test.	The SCDX project will eliminate redundant manual data entry, improve information sharing among courts, allow courts to streamline processes that are people, paper and time intensive, and improve data quality.
Planned Activities	**Business Value**
o Web - JIS Invoice Credits; RN 110304-000015 - Review Requirements. o Finish testing and implement changes in the Maintenance site as well as the Public site	Will allow debit and credit processing in JIS-Link billing.
o Web - ITG – 94 o Start analyzing phase 1 CEU changes for current reporting year and phase 2 for converting it to the new CEU reporting module for 2013-2015 reporting cycle.	In order for the CEU process to be in conformity with the current CPG regulations, the process needs to be changed. Alternate ways to track credits would need to be created resulting in additional time, increased errors, and inability to generate reports.
o Web - RightNow ticket - 120115-000000 o Work with Beth on consolidating all the Guardian related application into 1 portal page.	Court Access Programs needs to make it easier for clients to access information on the Certified Professional Guardian Program site, the Office of Public Guardianship site, and the Lay Guardian Training site. A new portal will alleviate confusion and provide a user-friendly approach to accessing the needed materials.
o Web - Usability Plan for WA Courts site o Publish usability survey on site o Define tasks, roadmap, plan o Plan usability testing for site	Define plan and strategy for redesign of WA Courts web site, to improve the site's overall usability, making it more effective and efficient for end users.
o Web - ARA o Develop charting web service o Support html and css development	Provides the courts with an adult static risk assessment tool, to help determine estimated recidivism rates, and risk level of defendants.
o Web - RightNow ticket - 120115-000000 o Guardian Portal o Compile Review Card Sorting results o Begin rework of site design based on user input, and card sorting results	Provide greater organization and a unifying design for the three Guardian sites currently on WA courts: (1) Certified Professional Guardian Program, (2) Office of Public Guardianship; and (3) Lay Guardian Training.
o Web - DOL Electronic Firearms Transfer - Phase 2. o DOL has sent revisions to their web service. These changes need to be made to the various extracts and testing of their new service will begin.	In order to comply with RCW 9.41.047 the AOC is currently providing commitment information to DOL in PDF format and courts are individually sending DOL paper copies of conviction information based on information obtained from Inside Courts. This project will eliminate the need for the courts to send paper copies.
o Web - Washington State Aggression Replacement Training (WSART) Application. o Work will continue on this task.	The purpose of the WSART application will be to improve the integrity of externally collected data that will be used by the courts and JSD Research group.
o Web - Course Evaluations o It is expected this task will be completed in February.	Web based evaluations are easier and more convenient for the students, and the resulting electronic data can be easily compiled by JIS Educators.
o Web - ITG 55 Analysis o Sentencing & Judgment data	Determine and report on the existence, accessibility and value of Sentencing & Judgment data across state organizations.
o Web - ITG 122 Analysis o Event Manager	Analysis on the needs of the staff using the Event Management application and make recommendations as to options to address.

o Web - ITG 126 o SharePoint	Analysis on the SharePoint 2010 migration and redesign initiative.
o Web - Web Security	Adding CFQueryParam to queries where the WHERE, SET, UPDATE values are set by parameter. This will prevent SQL injections. Rewriting any queries found not in CFC such that they are.
o Web - Web Strategy & Coordination	Roadmap, performance metrics, standards, version control, etc
o Java – JABS o Begin work on JABS release 5.1 to implement Adult Risk Assessment.	Provide court access to a tool to assess offenders' potential risks and needs, enhancing evidence-based efforts to rehabilitate offenders, reduce recidivism and increase public safety.
o Java – Acords o Release Acords v72.7 to production with 4 bug fixes.	Adjustments to allow Acords to continue to function as technical environment and business needs change.

Operational Area: Project Management Office & Quality Assurance

Mike Davis, (PMO/ QA Manager)

Through January 31, 2012

Includes: Project Management Office, Software Quality Assurance

Description: Project Management & Quality Assurance is comprised of the Project Management Office (PMO) and the Software Quality Assurance (SQA).

Project Management Office: The PMO provides oversight on all ISD projects. Oversight includes reviewing and approving feasibility of projects, creating and maintaining project plans (schedule, issues, and risks), and managing projects from inception to implementation. Through the use of a standard project management methodology, the PMO adds critical value that improves the probability of project success. Work performed by the PMO is reported separately under the project(s) to which the staff is currently assigned.

Software Quality Assurance: SQA consists of a means of monitoring the software engineering processes and methods used to ensure quality. This encompasses the entire software development process and product integration. SQA is organized into goals, commitments, abilities, activities, measurements, and verification.

The Testing Group is part of Quality Assurance and is responsible for ensuring a testing process is followed on all development efforts, including projects, defect correction, and application enhancements. All testing, test cases, and test scenarios created, test results, and defect work is documented, tracked, monitored, and prioritized. Tester involvement is critical for upholding quality control standards throughout all phases of testing.

Activities Completed	Impact/Value
Project Work without Monthly Project Reports	
✓ The new PMO Scheduler, Marie Constantineau, is initiating a new project, the PMO Process Project to improve project process in particular with the use of Clarity, Microsoft Project and SharePoint.	This project will streamline processes and focus on institutionalizing process with staff. Although there has been significant Transformation work accomplished, the PMO must now turn its attention to process clarification, changing behaviors and conforming to processes.
Quality Control	
° Completed Sector testing	Completed testing for modifications made to system by Dept. of Licensing
° Functional validation VRV	Ensures success of the project
° BOXI Accounting reports	Ensure BOXI reports are correct for customer use
° Writing Natural to Cobol Conversion test cases	Ensure all affected applications are tested prior to release
° Completed performance tests for SQL BizTalk upgrade	Ensure a successful upgrade of the products to our customers
° Completed testing of Clarity	Completed testing report modifications

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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