Washington State Administrative Office of the Courts

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

February 2013
(Report Period Ending February 28, 2013)

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Background

This report communicates the status and progress of information technology projects and operational work underway at the Administrative Office of the Courts (AOC).

Under the direction of the Judicial Information System Committee (JISC), the Information Services Division (ISD) within AOC expends significant resources on the development, improvement and implementation of new systems in support of the Washington Courts. ISD resources also maintain and operate these information technology systems and infrastructures once they are in use. The systems and services provided by AOC are used by judges, court administrators and staff, county clerks, numerous government agencies, and the public.

As ISD embarks on the course of implementing the JISC's information technology priorities for Washington Courts, this report is a key to measuring and monitoring progress. It provides the JISC and AOC leadership with the current snapshot of information to keep them informed and prepared to communicate ISD accomplishments.

Initiatives & Project Plan Overview
February 2013

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

Planned
Actual

Initiatives	Schedule Status		CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4	CY12 Q1	CY12 Q2	CY12 Q3	CY12 Q4	CY13 Q1	CY13 Q2	CY13 Q3	CY13 Q4
3.4 Implement IT Service Management – change, configure, release	⊖	Planned													
		Actual									⊖				
4.2 Mature Application Development Capability	⊖	Planned													
		Actual								⊖					
7.6 Information Networking Hub (INH) Enterprise Data Repository (EDR)	▲	Planned													
		Actual													
7.6 Information Networking Hub (INH) Middleware	▲	Planned													
		Actual													
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								✔					
SC-CMS RFP	●	Planned													
		Actual													
COTS Preparation Application	▲	Planned													
		Actual									⊖				
COTS Preparation – Network Capacity/Performance Analysis	✔	Planned													
		Actual									✔				
COTS Preparation – SC-CMS Service Level Agreement (SLA) Analysis	✔	Planned													
		Actual									✔				
COTS Preparation – SC-CMS Disaster Recovery	●	Planned													
		Actual													
ITG #045 Appellate Court Electronic Content Management System (ECMS)	◆	Planned													
		Actual													
ITG #028 CLJ Parking Module Modernization	✔	Planned													
		Actual							✔						
ITG #081 Adult Risk Assessment STRONG 2 Implementation (ARA)	✔	Planned													
		Actual							✔						
ITG #009 Add Accounting Data to the Data Warehouse	●	Planned													
		Actual													
ITG #041 Revised CLJ Computer Records Retention and Destruction Project	◆	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)
- Add Accounting Data to the Data Warehouse (ITG #009)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Appellate Courts Electronic Document Management System (ITG #045)
- COTS Preparation Track
- Information Networking Hub (INH)Track

Initiatives or Projects Completed

- No new initiatives or projects were completed during the month of February.

Initiative or Project Status Changes

- Monthly status reporting for the COTS-Preparation Application Program Track project is on-hold until a contract is executed with the SC-CMS vendor.

Staffing Changes in ISD

During the reporting period of February 1 - 28, 2013:

ISD welcomed the following new staff:

- No new staff began work in ISD during the month of February.

The following employees left ISD:

- Janet Wolff, Vendor Relations Coordinator, (2/15/2013)

Employees transferring to the SC-CMS Project:

No employees transferred to the SC-CMS project during the month of February.

ISD Staff Recognitions

Recognitions

February 4, 2013 – Keri Sullivan – Vicky Marin, ISD Business Liaison, compliments Keri for her clear writing of the ETP Release Note. Keri, and all of the ISD Business Analysts, put a great deal of effort into writing release notes to convey technical information in language that makes sense to the users of the system. Release notes can go through many re-writes before they are approved for distribution to the court community. Well done!

February 8, 2013 – AJ Rex – AJ received a "Gold Star" from Renee Lewis for gathering data for a fiscal note within a short timeframe. AJ received the request from Renee and sent the data back in the same day. Great job!

February 19, 2013 – Pam Payne – Pam was recognized last month for helping Vicky Marin set up the Courts of Limited Jurisdiction Court Level User Group (CLJ CLUG) and Multi-Court Level User Group (MCLUG) meetings with Secure Meeting. William Holmes, Kittitas County Juvenile Court Administrator, saw the January kudos to Pam and wanted to add to it. He said Pam is a great asset to him. Pam always sends him to the right person when he calls for information. Way to go!

February 26, 2013 – Craig Wilson – Craig is recognized by Keith Curry, SC-CMS Deputy Project Manager and Maribeth Sapinoso, SC-CMS Project Manager, for quickly completing his Total Cost of Ownership (TCO) assignment. Nice work!

February 27, 2013 – Kim Rader, Paramjeet Basi, John Crutcher, and Elia Zeller - Keri Sullivan passed along kudos from Judge Charles Short, Okanogan County District Court, to Kim, Paramjeet, John, Elia and Customer Services for being very responsive. Judge Short contacted Customer Services with a question about an enhancement to JABS. Another court had asked for the same enhancement. Customer Services created a maintenance request for ISD Operations maintenance staff. The enhancement was quickly included with other JABS changes underway. The enhancement was tested and implemented within a week's time. Fantastic job!

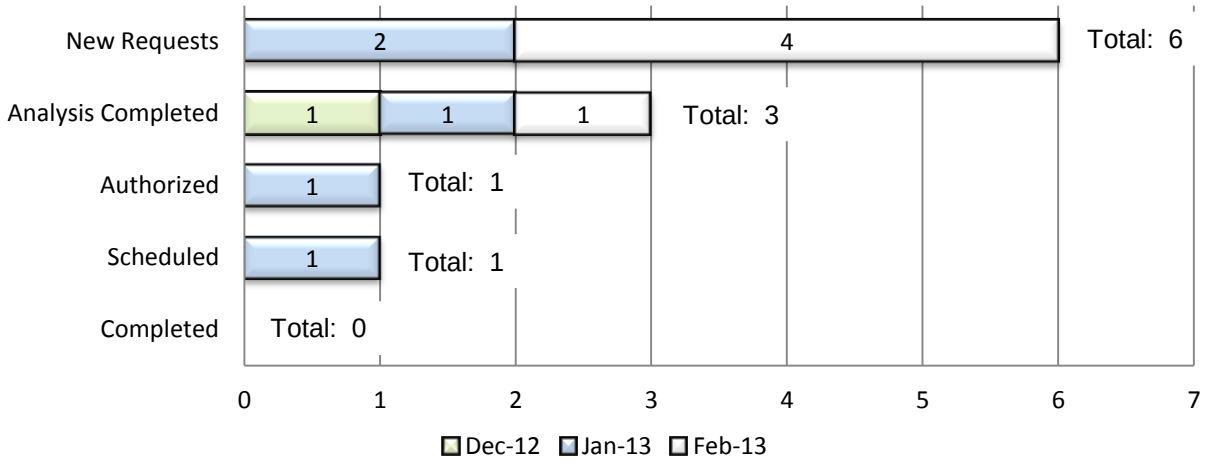
IT Governance Request Status

Completed JIS IT Requests in February 2013

No requests were completed during the month of February.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	23
Superior Court Judges Association	3	**Data Management Steering Committee**	1
Washington State Association of County Clerks	8	**Data Dissemination Committee**	1
Washington State Association of Juvenile Court Administrators	2	**Codes Committee**	2
District & Municipal Court Judges Association	4	**Administrative Office of the Courts**	7

Court Level User Group	
Appellate Court	2
Superior Court	10
Courts of Limited Jurisdiction	19
Multi Court Level	8

Summary of Activities February 2013

Initiative Summary

Transformation Program	
Activities	***Impact/Value***
✓ Projects are on hold due to reassignment of project manager.	Release Management implementation activities are on-hold. Application Development Management activities are on-hold. Enterprise Requirements Management activities are on-hold.
COTS Preparation Application Program	
Activities	***Impact/Value***
✓ Monthly status reporting for this project is on-hold until a contract is executed with the SC-CMS vendor. All the open questions documented under 'Reason for Scope Variance' column above have been answered/clarified by SC-CMS and INH team. These clarifications reduce the scope of COTS-prep project significantly. The clarifications are posted to COTS-Prep decision log. The same will be posted to SC-CMS SharePoint site.	Provides understanding of current working environment and enables solution design.
COTS Preparation - SC-CMS Disaster Recovery	
Activities	***Impact/Value***
✓ Monthly status reporting for this project is on-hold until a contract is executed with the SC-CMS vendor. When a contract with an ASV is executed, the Disaster Recovery analysis work relative to SC-CMS will be completed.	Provide disaster recovery services to support future COTS product and SC-CMS implementation.
Information Networking Hub (INH) Enterprise Data Repository (EDR) Project	
Activities	***Impact/Value***
✓ Met with the Database Design Review Team to kick off the review of the EDR business, logical and physical models.	Will enable the project to test the current data quality automation tool suite at AOC to determine if it can meet the requirements for the EDR.
✓ Continued work on data quality/synchronization Proof of Concept (POC) with Informatica. Prepared agenda for final POC presentation to ISD technical staff and Leadership.	Determines if the vendor's tools can meet our requirements with existing or new components.
✓ Continued work on Statement of Work to hire contract SQL DB developer.	Acquire resource to provide necessary SQL DB developer skills.
Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Completed development of CaseOrderProtection Add, Update and Delete services.	Provides INH data exchanges.
✓ Completed auto deploy script process to automate/streamline future BizTalk deployments to QA.	Provides INH data exchanges.
✓ Completed auto build process to automate/streamline future Java code deployments.	Provides INH data exchanges.
✓ Completed Test Harness enhancements to help automate regression testing of INH services.	Provides INH data exchanges.
✓ Prepared initial build (.8.0.1) of INH services (12) and enhancements to BizTalk framework for deployment to DEV and QA.	Provides INH data exchanges.
✓ AOC Data Exchange team completed work on SQL stored procedures for PersonGet service.	Provides INH data exchanges.
✓ QA Tester began preparing test scripts and test harness for first INH build in both DEV and QA environments.	Provides INH data exchanges.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ Release four test cutoff was completed on Feb. 15. This release includes the 12 web services developed by Sierra/CodeSmart as Increment 3.	This is the first release of SCDX defects fully supported by AOC staff.
✓ Development for the Docket modifications needed to improve Add and Insert Docket services is complete.	This is the first release of SCDX defects fully supported by AOC staff.
✓ The final Increment 2 web services were deployed bringing the total to 29 web services ready for Pierce County to use.	This is the first release of SCDX defects fully supported by AOC staff.

ITG #002 Superior Court - Case Management System RFP	
Activities	***Impact/Value***
✓ The project is in a hold status pending resolution to the Clerks of Court issues. The Project Steering Committee announced Tyler Technologies as the Apparent Successful Vendor.	Provide up to date progress.

ITG #045 Appellate Court Electronic Content Management System (AC-ECMS)	
Activities	***Impact/Value***
✓ Pre-proposal conference was held on 2/8/13. Approximately 10 vendors participated.	Improve the efficiency of document management for the courts.
✓ Vendor Q&A document was released on February 19, 2013.	Improve the efficiency of document management for the courts.
✓ JISC approved increased project funding to $1.5M on 2/22/13.	Improve the efficiency of document management for the courts.
✓ Score sheets for evaluations were finalized at the end of February.	Improve the efficiency of document management for the courts.

ITG #009 Add Accounting Data to the Data Warehouse	
Activities	***Impact/Value***
✓ Committee 1st review of Case Financial History Adjustments and Receipting.	Provide business requirements.
✓ Update universe with data for trust, bond, revenue, disbursement, and detail transactions.	Provide data for requested reports.
✓ Completed code of tables for receipting, accounts payable, and disbursements.	Provide data for requested reports.
✓ Release Cases with Accounts Receivables Paid in Full – expand trust with bond report.	Provide business requirements for accounting.

ITG #041 Revised CLJ Computer Records Retention and Destruction Report	
Activities	***Impact/Value***
✓ Feb 1-28: Developed and Validated Code for Restore Cases Process.	Provides definition of project scope and project management approach.
✓ Feb 15: Developed Draft Project Communications Management Plan with technical notifications, e-mail distributions, Steering Committee, Project Team and Court Community outreach sessions strategies inclusive (stakeholder outreach and court user feedback).	Provides definition of project scope and project management approach.
✓ February 15 - March 29: Continued more business analysis to obtain full functional requirements detail - including plans for court user/Court SME outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanor Corrections Association)).	Provides definition of project scope and project management approach.

✓ February 15 - Feb 22: Evaluated potential business analysis to obtain full functional requirements detail review - including Stakeholder outreach to Presidents of Washington Association of Prosecuting Attorneys (WAPA), Washington Association of Municipal Attorneys WAMA, Washington Association of Criminal Defense Lawyers (WACDL) and Washington Defense Attorneys (WDA) for input representing their associations (two Prosecuting Attorney Bar Associations and two Defense Attorney Bar Associations). Coordinated with John Bell, Judge Wynne and Judge Heller. Decision: No outreach effort to these groups. John Bell will update and publish the DDC Policy Changes.	Provides definition of project scope and project management approach.
✓ Feb 28: Project Team reviewed/finalized draft Communications Management Plan.	Provides definition of project scope and project management approach.

Detailed Status Reports

Status Update Key

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

Initiative Status Reports

Transformation Program Track

Reporting Period through February 28, 2013

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Unassigned
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 ☐

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

Status Notes:
The projects are temporarily on-hold due to the re-assignment of the project manager.

Progress

Phase	☐ Initiate	☒ Planning	☒ Execute	☐ Close

Schedule		
	Planned Start Date: July 2011	**Planned Completion Date:** June 2013
	Actual Start Date: July 2011	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ Projects are on hold due to reassignment of project manager.	Projects are on hold due to reassignment of project manager.

Activities Planned	Impact/Value
° Projects are on hold due to reassignment of project manager.	Project schedule delayed.

COTS Preparation Application Program Track

Reporting Period through February 28, 2013

Executive Sponsor(s)	**IT Project Manager:**
Vonnie Diseth, CIO/ISD Director	Sree Sundaram – Application Program 360.704.5521 Sree.sundaram@courts.wa.gov
Business Area Manager(s): Dennis Longnecker, Infrastructure Manager Tamra Anderson, Data & Development Manager Michael Keeling, Operations Manager Kumar Yajamanam, Architecture and Strategy Manager William Cogswell, Associate ISD Director Dirk Marler, JSD Director	**Consultant/Contracting Firm:** 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 (closed February 2011)

The COTS P Application Program:

The purpose of this program is to evaluate and determine the impact of the SC-CMS project on AOC's suite of applications and services; identify any technical changes required; and to design, develop, and implement those changes with minimum impact to AOC customers. Defining the scope of the COTS-P Application Program sub-projects is challenging until the SC-CMS design is known.

The Application Program objectives, in support of the SC-CMS project are to:

- Identify the changes to existing systems and applications which are absolutely essential to support implementation of SC-CMS project.
- Implement the changes to existing systems and applications to align with the implementation milestones of SC-CMS project.
- Change existing systems and applications in such a way that it minimizes the impact to AOC customers and any such impacts are identified, communicated and managed in a timely manner.

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 ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business X	Manage the costs ☐	Increase organizational capability ☐	Regulatory compliance or mandate ☐

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

Status Notes:
Monthly status reporting for this project is on-hold until a contract is executed with the SC-CMS vendor. The Scope, Schedule, and Budget status indicators are yellow until the contract is executed and COTS-Preparation project scope can be defined in more detail.

COTS-P Application Program Progress:	February - 73% (100%)

Phase	X Initiate	☐ Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 1/1/12		**Planned Completion Date:** 10/12/15	
	Actual Start Date: 1/1/12		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Documentation of the existing systems and applications.	Provides understanding of current working environment and enables solution design.

Activities Planned	Impact/Value
° Continue to clarify scope definition and perform initial impact analysis where possible.	Provides understanding of current working environment and enables solution design.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	1/1/12	1/1/12	1/1/12
Initiation Phase	8/31/12	10/29/12	10/29/12
Planning Phase	9/17/12	9/28/12	9/28/12
Execution Phase	4/30/15	7/15/15	
Execution of sub-projects	1/28/15		
Closeout Project	7/15/15	7/15/15	
End Project	7/15/15	7/15/15	

COTS Preparation – SC-CMS Disaster Recovery

Reporting Period through February 28, 2013

Executive Sponsor(s)	**IT Project Manager:**
Vonnie Diseth, CIO/ISD Director	Cindy Palko 360-704-4024 Cindy.Palko@courts.wa.gov
Business Area Manager(s):	**Consultant/Contracting Firm:**
Dennis Longnecker, Infrastructure Manager Tamra Anderson, Data & Development Manager Michael Keeling, Operations Manager Kumar Yajamanam, Architecture and Strategy 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:
  - P1 – Network Capacity & Performance Analysis Sub-project *(Sub-Project Complete & Closed)*
  - P2 – Compute/Storage SW Licensing Sub-project *(Sub-Project Closed)*
  - P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project *(Sub-Project Complete & Closed)*
  - P4 – SC CMS Disaster Recovery Analysis Sub-project
  - P5 – Network Future State Sub-project
  - P6 – Compute/Storage Future State Sub-project
- 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 (closed February 2011)

The COTS P4 – SC CMS Disaster Recovery Analysis sub-project will:

- Determine COTS product impact on Disaster Recovery policies, plans, procedures and IT infrastructure. (Compliance, business, risk factors).
- Determine what Disaster Recovery changes are required to support future COTS product and SC-CMS implementation.
- Implement recommended Disaster Recovery processes and technology changes to support future COTS products and SC-CMS.

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 ☐	Improve Service or efficiency X	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☐	Regulatory compliance or mandate ☐

Current Status	Scope	●	Schedule	●	Budget	●

Status Notes:

COTS-P Infrastructure Program

P4 – SC CMS Disaster Recovery Analysis Sub-project

Monthly status reporting for this project is on-hold until a contract is executed with the SC-CMS vendor. When a contract with an ASV is executed, the Disaster Recovery analysis work relative to SC-CMS will be completed.

NOTE: The COTS-P SCCMS DR Sub-project is not a dependency of SC-CMS and will not impact the SC-CMS implementation schedule. But, this sub-project is dependent on receiving information from SC-CMS for completion.

COTS-P Network Capacity/Performance Analysis Progress:	February - 0% 100%

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: 1/2/12	**Planned Completion Date:** 2/22/13
	Actual Start Date: 1/2/12	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ Monthly status reporting for this project is on-hold until a contract is executed with the SC-CMS vendor. When a contract with an ASV is executed, the Disaster Recovery analysis work relative to SC-CMS will be completed.	Provide disaster recovery services to support future COTS product and SC-CMS implementation.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	01/02/12	01/02/12	01/02/12
Initiation Phase	03/16/12	03/16/12	03/16/12
Planning Phase	4/18/12	10/12/12	10/12/12
Start Execution Phase	4/19/12	9/27/12	
Research (Data Collection)	05/7/12	11/2/12	
Evaluation (Data Analysis)	05/21/12	12/4/12	
Recommendation Reports	07/12/12	2/7/13	
Closure Phase	07/26/12	4/1/13	
End Project	07/26/12	4/1/13	

Information Networking Hub (INH) Enterprise Data Repository (EDR) Project

Reporting Period through February 28, 2013

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Dan Belles
Business Area Manager: Tamra Anderson, Data and 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 building a robust enterprise architecture capable of exchanging messages from disparate systems with one common messaging standard.

The first phases of the INH project began 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 ☐	Improve Information Access X	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☐	Regulatory compliance or mandate ☐

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

Status Notes:

The project is about to begin the Database Design Review Team process.

The project is beginning a proof of concept exercise with Informatica to determine if the vendor's tools can meet our requirements with existing or new components. The initial focus will be around data quality, reference data and data load/synchronization in support of Release 2.0 of the Enterprise Data Repository which will deploy the central data repository with the data quality tools. Implementation of Release 2.0 is planned to take place once the pilot courts are on-line for SC-CMS.

NOTE: The opportunity exists for schedule and staffing conflicts between the INH, SCDX, SC-CMS, and COTS-Prep projects. The project managers of these projects continue to monitor project dependencies and to work with ISD Leadership to resolve any conflicts. The Schedule status indicator is yellow indicating this situation continues to be monitored.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** July 2011		**Planned Completion Date:** 12/22/14	
	Actual Start Date: July 2011		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Met with the Database Design Review Team to kick off the review of the EDR business, logical and physical models.	Will enable the project to test the current data quality automation tool suite at AOC to determine if it can meet the requirements for the EDR.
✓ Continued work on data quality/synchronization Proof of Concept (POC) with Informatica. Prepared agenda for final POC presentation to ISD technical staff and Leadership.	Determines if the vendor's tools can meet our requirements with existing or new components.
✓ Continued work on Statement of Work to hire contract SQL DB developer.	Acquire resource to provide necessary SQL DB developer skills.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	1/26/12	1/26/12	1/26/12
Physical Data Design	7/20/12	7/20/12	7/20/12
Logical Modeling	7/20/12	7/20/12	7/20/12
Conceptual Modeling	7/13/12	7/13/12	7/13/12
Conceptual Solution Design	6/21/12	6/21/12	6/21/12
Review Data Model	10/1/12	10/1/12	10/1/12
Iteration 2	9/6/12	9/6/12	9/6/12
System Implementation	10/2/12	10/2/12	10/2/12
Iteration 3	9/6/12	9/6/12	9/6/12
Iteration 1	9/7/12	9/7/12	9/7/12
04-Design	6/7/12	6/7/12	6/7/12
03-Requirements	6/6/12	6/6/12	6/6/12
Update Data Model	10/17/12	10/17/12	10/17/12
End Project	12/19/14	12/22/14	

Information Networking Hub (INH) Middleware Project

Reporting Period through February 28, 2013

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Dan Belles
Business Area Manager: Tamra Anderson, Data and 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 ☐	Improve Information Access X	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☐	Regulatory compliance or mandate ☐

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

Status Notes:

Good progress has been made over the month of February on the INH middleware services. We are planning and preparing our next deployment of services (Build .8.0.1) to the Quality Assurance (QA) environment by the end of March. The build will include enhancements to BizTalk as well.

The project schedule status indicator is set to yellow as a caution due to two situations.

1) We are still waiting for a dedicated QA environment to push INH services to for testing. In the meantime, we are using the existing development environment for smoke testing and bug fixing until the QA environment becomes available. An issue/risk regarding the constraints of using a shared QA environment with the SCDX project and Pierce County has been submitted. A separate dedicated development, Quality Assurance and sandbox environments just for INH and SCDX has been requested. This may delay the deployment of INH services until the new environments are ready.
2) Resource contention with SCDX continues but is being addressed at various levels by both project teams. Additional contractor(s) may be needed to assist with Java development.

Progress

February – 50%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** Januarty 2012		**Planned Completion Date:** Sept. 2013	
	Actual Start Date: January 2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Completed development of CaseOrderProtection Add, Update and Delete services.	Provides INH data exchanges.
✓ Completed auto deploy script process to automate/streamline future BizTalk deployments to QA.	Provides INH data exchanges.
✓ Completed auto build process to automate/streamline future Java code deployments.	Provides INH data exchanges.
✓ Completed Test Harness enhancements to help automate regression testing of INH services.	Provides INH data exchanges.
✓ Prepared initial build (.8.0.1) of INH services (12) and enhancements to BizTalk framework for deployment to DEV and QA.	Provides INH data exchanges.
✓ AOC Data Exchange team completed work on SQL stored procedures for PersonGet service.	Provides INH data exchanges.
✓ QA Tester began preparing test scripts and test harness for first INH build in both DEV and QA environments.	Provides INH data exchanges.

Activities Planned	Impact/Value
° Continue business and technical analysis for INH services.	Provides business requirements for technical specifications that can be developed to.
° Continue work on IEPD documents for services that have the business analysis completed and are ready.	Provides INH data exchanges that can be tested and deployed to Quality Assurance.
° Continue coding CaseWarrant, Update and Delete services involving Java Jagacy, SQL stored procedures and BizTalk framework enhancements.	Provides INH data exchanges that can be tested and deployed to Quality Assurance.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	1/1/12	1/1/12	1/1/12
Service 12 – Case Orders Get	10/9/12	10/9/12	
Service 6 – Case Get	11/8/12	11/8/12	
Service 2 – Person Get	9/20/12	9/20/12	9/20/12
INH-001.050 – PersonOrderProtectionGet	1/16/13	1/16/13	
Service 5 – Case Proceedings Add/Update	10/12/13	10/12/13	
Service 4 – Juvenile Reference Update	10/12/12	10/12/12	
Service 3 – Protection Orders Add/Update	9/27/12	9/27/12	
Service 2 – Juvenile Add/Update	9/14/12	9/14/12	
Service B1 – Person Get	9/14/12	9/14/12	
Service A1 – ADR Get	9/14/12	9/14/12	9/14/12
Service Development	10/15/12	10/15/12	10/15/12
Platform Updates	1/18/13	1/18/13	
Service B2 – DOL DL Person Search	10/3/12	10/3/12	
End Project	9/13/13	9/13/13	

Approved Project Status Reports

ITG #121 Superior Court Data Exchange

Reporting Period Through February 28, 2013

Executive Sponsor(s) Data Management Steering Committee *Rich Johnson, Committee Chair*	**IT Project Manager:** Michael Walsh (360) 705-5245 Michael.walsh@courts.wa.gov
Business Manager: Tamra Anderson, Data and Development Manager	**Consultant/Contracting Firm:** Sierra/CodeSmart

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 (66) 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	☐

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

Status Notes:

- **Increment 1** (14 web services) – Production implementation completed August 29, 2012.
- **Increment 2** (19 web services) - QA testing team fully staffed and engaged in testing activities. Increment 2 QA Testing on schedule per revised schedule. QA testing is scheduled to finish November 12, 2012.
- **Increment 3** (12 web services) - All increment 3 web services delivered by vendor and checked by AOC. Test harness has been implemented.
- **Increment 4** (25 web services) - 12 web services by Sierra & 13 web services by AOC. Sierra increment 4 phase plan delivered. First web services family (2 data exchanges) delivered. Contractor delivery is on schedule. AOC Staff web service delivery is on schedule.

The loss of two testers, one to attrition and one to reassignment to INH, will negatively impact web service testing turn around. There is no timeframe for replacing these test resources.

AOC Java support staff is splitting time between Legacy system support, INH Project development, SCDX Defect resolution, and the SCDX modification of Docket Services to support Pierce County's use. The modifications needed to update the Pierce County Docket services were completed on schedule. The support staff splitting their time between the remaining activities increases the risk that a schedule change will be needed for the SCDX Java team to support SCDX web service delivery.

Although defects are down considerably for the latest web services being tested, AOC Java support staff is requiring 2.5 times the amount of time required by the contractors to resolve defects. A project schedule revision, which is in progress, will reflect the change to the work estimates and the revised project completion date.

The true impact of the transition to AOC staff resources should be realized at the completion of the testing phase on the Docket modifications.

Overall, tester unavailability due to scheduled leave, training obligations, and ramp up time has slowed down the pace of test and acceptance of the SCDX web services.

The Scope status indicator is yellow to reflect the increase in project scope to support the Docket Services for Pierce County's use. The Schedule status indicator is red to show that the project schedule has been impacted by resource issues as well as the Docket Services modifications.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule SCDX	**Original Start Date:** 1/2/2011	**Original Completion Date:** 7/1/2012
	Planned Start Date: 1/2/2011	**Planned Completion Date:** 2/28/2013
	Actual Start Date: 1/2/2011	**Actual Completion Date:**
Schedule Increment 1	**Original Start Date:** 8/29/2011	**Original Completion Date:** 1/31/2012
	Planned Start Date: 8/29/2011	**Planned Completion Date:** 8/29/2012
	Actual Start Date: 8/29/2011	**Actual Completion Date:** 8/29/2012
Schedule Increment 2	**Original Start Date:** 1/2/2012	**Original Completion Date:** 3/30/2012
	Planned Start Date: 2/1/2012	**Planned Completion Date:** 11/16/2012
	Actual Start Date: 2/1/2012	**Actual Completion Date:**
Schedule Increment 3	**Original Start Date:** 6/12/2012	**Original Completion Date:** 11/2/2012
	Planned Start Date: 6/12/2012	**Planned Completion Date:** 12/21/2012
	Actual Start Date: 6/12/2012	**Actual Completion Date:**
Schedule Increment 4	**Original Start Date:** 6/12/2012	**Original Completion Date:** 2/8/2013
	Planned Start Date: 8/1/2012	**Planned Completion Date:** 7/26/2013
	Actual Start Date: 8/1/2012	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Release four test cutoff was completed on Feb. 15. This release includes the 12 web services developed by Sierra/CodeSmart as Increment 3.	This is the first release of SCDX defects fully supported by AOC staff.
✓ Development for the Docket modifications needed to improve Add and Insert Docket services is complete.	This is the first release of SCDX defects fully supported by AOC staff.
✓ The final Increment 2 web services were deployed bringing the total to 29 web services ready for Pierce County to use.	This is the first release of SCDX defects fully supported by AOC staff.

Activities Planned	Impact/Value
° Finish testing the Increment 3 web services.	Maintain the Release-when-Ready deployment of SCDX services approach.
° Complete testing of the Docket Services Modifications.	This correction will get Pierce back on track for using SCDX services.
° Deploy the Increment 3 web services.	Maintain Release-when-Ready deployment of SCDX services.
° Continue QA Testing the remaining Web Services.	Maintain Release-when-Ready deployment of SCDX services.
° Continue to support Pierce County with on-boarding activities.	Keep Pierce County on track for using SCDX services.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/27/10		
Superior Court Data Exchange (SCDX) Project	5/28/13	7/26/13	
Develop SCDX Project Documentation		6/24/13	
Increment 2 QA Acceptance Testing		1/18/13	
Production Web Services: Perform AOC QA Testing		5/11/13	
Release 3 QA Triage, Defect, and Regression Testing (INC2)		2/25/13	
Release 4 QA Triage, Defect, and Regression Testing (INC3)		4/24/13	
Release 4A Docket Services Sequence Modification		3/29/13	
Release 5 QA Triage, Defect, and Regression Testing (INC4)		4/30/13	

Release 6 QA Triage, Defect, and Regression Testing		5/22/13	
Release 7 QA Triage, Defect, and Regression Testing		7/11/13	
SCDX Production Increment 1 Complete		5/14/12	5/14/12
Develop SCDX Project Documentation (Business Capability Requirements)	8/23/12	10/11/12	10/11/12
End Project	5/28/13	7/26/13	

*New or modified date

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

Reporting Period through February 28, 2013

Executive Sponsor(s) *Judge Laura Inveen, President* Superior Court Judges Association (SCJA) *Betty Gould, President* Washington State Association of County Clerks (WSACC) *Jeff Amram, President* Association of Washington Superior Court Administrators (AWSCA)	**IT Project Manager:** Maribeth Sapinoso, PMP **IT Deputy Project Manager:** Keith Curry **Consultant/Contracting Firm:** MTG (Management Technology Group) Bluecrane, Inc. Rich Wyde, Special Assistant Attorney General **Business Manager** Vonnie Diseth, AOC- CIO/ISD Director Dirk Marler, AOC-JSD 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 case flow 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 ☐

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

Status Notes:

This project is currently in Phase I, RFP Development and System Acquisition. The planned and completed activities listed in this report are intended to support the following deliverables to support this phase or to support upcoming phases for this project:

- Plan and implement the procurement of a contractor to develop the Request for Proposal (RFP with an accompanying evaluation process and evaluation criteria for a new case management system.
- Complete processes and agreements required with the Attorney General's Office (AGO) to obtain the services of a Special Assistant Attorney General with expertise in negotiating contracts for the acquisition of complex information technology systems.
- Plan, implement and procure a contract for an independent and external Quality Assurance Professional.
- Develop the necessary business and technical requirements to be included in the RFP.
- Collaborate with the SC-CMS Project RFP Steering Committee to oversee the RFP development, acquisition process, review the past work performance of Vendors via on-site visits and contract finalization.

The project is in a hold status pending resolution to issues raised by the SC-CMS Steering Committee. The Project Steering Committee announced Tyler Technologies as the Apparent Successful Vendor. A three-day meeting with SC-CMS Apparent Successful Vendor (ASV) Tyler Technologies concluded Thursday, February 21. This Vendor Clarification meeting, hosted by AOC, provided the opportunity for SC-CMS Project Steering Committee members and Tier II Evaluators to further clarify questions not fully addressed during the Client Onsite Visits in December 2012.

Tyler addressed questions from county clerks on Days 1 and 2 of the meeting. On Day 3, the vendor fielded questions from judges, administrators, court education services, technical staff, and other AOC staff.

The meeting allowed evaluators to gain valuable insight and perspective into the system's capabilities and configurability.

The next step in the SC-CMS Vendor Acquisition process is for the Project Steering Committee to review information from the Vendor Clarification meeting and develop its recommendation to the JISC.

Progress	February - 71% 100%			
Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** September 2011		**Planned Completion Date:** September 2018	
	Actual Start Date: September 2011		**Actual Completion Date:** TBD	

Activities Completed	Impact/Value
✓ The project is in a hold status pending resolution to issues raised by the SC-CMS Steering Committee. The Project Steering Committee announced Tyler Technologies as the Apparent Successful Vendor. A three-day meeting with SC-CMS Apparent Successful Vendor (ASV) Tyler Technologies concluded Thursday, February 21. This Vendor Clarification meeting, hosted by AOC, provided the opportunity for SC-CMS Project Steering Committee members and Tier II Evaluators to further clarify questions not fully addressed during the Client Onsite Visits in December 2012. Tyler addressed questions from county clerks on Days 1 and 2 of the meeting. On Day 3, the vendor fielded questions from judges, administrators, court education services, technical staff, and other AOC staff. The meeting allowed evaluators to gain valuable insight and perspective into the system's capabilities and configurability.	Provide up to date progress.

Activities Planned	Impact/Value
° The next step in the SC-CMS Vendor Acquisition process is for the Project Steering Committee to review information from the Vendor Clarification meeting and develop its recommendation to the JISC.	Provide up to date progress.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
Independent QA Begins	3/1/2012	3/12/2012	3/21/2012
Acquisition Plan Finalized	3/16/2012	4/30/2012	5/15/2012
Initial Draft of RFP Finalized	3/22/2012	5/25/2012	3/27/2012
RFP Steering Committee Approves RFP Final Draft	4/8/2012	5/29/2012	6/5/2012
JISC Begin Review of RFP	4/19/2012	6/6/2012	JISC RFP Briefings: Jun 13 or Jun 14 9-12pm or 1-4pm
JISC RFP Go/No Go Decision	3/2/2012	6/22/2012	GO 6/22/2012
RFP Published	4/19/2012	6/22/2012	6/22/2012
Response Evaluations Completed	9/14/2012	9/14/2012	9/14/2012
Vendor Demos Completed	10/19/2012	10/19/2012	10/19/2012
Onsite Visits Completed	12/7/2012	12/7/2012	12/7/12
Notify ASV & Non-Awarded Vendors	2/22/2013	2/22/2013	
Selected Vendor Begins	5/17/2013	5/17/2013	
PHASE 1 COMPLETE	5/17/2013	5/17/2013	

ITG #045 Appellate Courts Electronic Content Management System (ECMS)

Reporting Period through February 28, 2013

Executive Sponsor(s)	**IT Project Manager:**
Appellate Courts Executive Steering Committee Justice Debra Stephens, Committee Chair Vonnie Diseth, CIO/ISD Director	Martin Kravik (360) 704-4148 Martin.Kravik@courts.wa.gov
	Consultant/Contracting Firm: N/A
	Business Area Manager Vonnie Diseth, AOC- CIO/ISD Director

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

- Replace 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 JISC has requested a review of ECMS Vendor costs prior to awarding a contract to an EDMS Vendor.

Business Benefits: The project will implement an Appellate Courts ECMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same ECM application. 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.

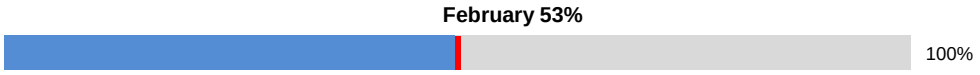
Business Drivers								
	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
	Maintain the business	☐	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

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

Status Notes:

The schedule status indicator remains red due to past resource constraints and changes in the project approach. Two vendor proposals were received on January 4, 2013. Neither met minimum goals. RFP was refined, requirements were clarified and the RFP was released again on January 29, 2013. Vendor proposals are due on March 6, 2013.

Progress



Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: Aug 2011	**Planned Completion Date:** February 5, 2014
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Pre-proposal conference was held on 2/8/13. Approximately 10 vendors participated.	Improve the efficiency of document management for the courts.
✓ Vendor Q&A document was released on February 19, 2013.	Improve the efficiency of document management for the courts.
✓ JISC approved increased project funding to $1.5M on 2/22/13.	Improve the efficiency of document management for the courts.

✓ Score sheets for evaluations were finalized at the end of February.	Improve the efficiency of document management for the courts.
Activities Planned	**Impact/Value**
° Finalize logistics for proposal evaluation.	Improve the efficiency of document management for the courts.
° Vendor proposals are due on 3/6/13.	Improve the efficiency of document management for the courts.
° Continue work on the web portal requirements.	Improve the efficiency of document management for the courts.
° Selection of top ranked vendors for demos on 3/15/13.	Improve the efficiency of document management for the courts.
° Schedule vendor demos for first two weeks of April.	Improve the efficiency of document management for the courts.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Request For Information – ECMS Vendors	7/27/2012	8/22/2012	8/29/2012
Finalize AC-ECMS Business & Technical Requirements	8/3/2012	9/18/2012	
Release Draft AC-ECMS Web Portal Requirements for Review	7/27/2012	10/1/2012	
Release Draft AC-ECMS RFP for Review	8/17/2012	TBD	
Appellate Courts ECMS RFP Release	9/28/2012	9/28/2012	11/26/12
AC-ECMS Procurement Documents		2/28/13	
End of Project	4/30/12	2/5/14	

ITG #009 Add Accounting Data to the Data Warehouse

Reporting Period through February 28, 2013

Executive Sponsor(s) Rich Johnson, Chair, Data Management Steering Committee Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Business Manager is providing backup **Consultant/Contracting Firm:** N/A **Business Manager** Tamra Anderson, Data and 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.

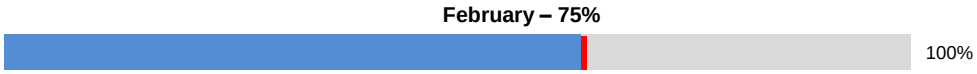
Business Drivers				
Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

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

Status Notes:

The project remains on schedule and within budget. The planned completion date for this project is January 2014. An enhancement to the Cases with A/Rs Paid-in-Full – INCLUDING bond report will be released to production on 2/26/2013.

Progress



Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: August 2011	**Planned Completion Date:** January 2014
	Actual Start Date: August 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Committee 1st review of Case Financial History Adjustments and Receipting.	Provide business requirements.
✓ Update universe with data for trust, bond, revenue, disbursement, and detail transactions.	Provide data for requested reports.
✓ Completed code of tables for receipting, accounts payable, and disbursements.	Provide data for requested reports.
✓ Release Cases with Accounts Receivables Paid in Full – expand trust with bond report.	Provide business requirements for accounting.

Additional Comments

Approved report priority list

Group A	1. Cases with A/Rs Paid-in-Full – EXCLUDING TRUST	Released to production 12/20/2011.
	2. Cases with finding date and A/Rs in "potential" status	Released to production 2/21/2012.
	3. Detail of A/R type codes entered, paid, outstanding	Released to production 4/17/2012.
	4. Summary of A/R type codes entered, paid, outstanding	Released to production 6/17/2012.
	5. Monthly interest accruals associated with A/R type codes	Released to production 7/17/2012.
Group B	6. Remittance Summary by BARS codes	Released to production 9/18/2012.
	7. Cases with A/Rs Paid-in-Full – INCLUDING TRUST (will have additional release to include bond information)	Released to production 10/16/2012.
Group C	8. A/R balance by type, A/R and payment aging	1st customer review 1/22/2013.
	9. Collection case information	Customer approval review 3/19/2013.
Group D	10. Collection reports for parking cases.	Removed from list of required reports.
Group B	11. Legal Financial Obligation (LFO) Report	May be removed based on detail from PMR
	12. PMR: Detail/Summary aged accounts receivables	
	13. PMR: Detail/Summary of accounts assigned to various stages of collections	
	14. Case Financial History Report (CFH) – received and ordered	1st release to production 1/15/2013. 2nd release scheduled 3/19/2013. 3rd release scheduled 4/16/2013. 4th release to be determined.
New	15. Trust Summary Report	On-hold until security question answered.
New	16. Last AR Payment Report	Released to production 1/15/2013.
Enhancement	17. Cases with A/Rs Paid-in-Full – INCLUDING BOND.	Released to production 2/26/2013.

New Priority List

Priority		Report Name	Court Level
Current	**New**		
7	1	Cases with A/Rs Paid-in-Full - add trust to report without bond	Both
6	2	Remittance Summary	Both
14	3	Case Financial History Report – received and ordered	Both
n/a	4	*Trust Summary Report – *Disbursements and Receipts (was out of scope)*	Both
n/a	5	*Trust Summary Report – *Bail/Bond and Restitution (was out of scope)*	Both
7	6	Cases with A/Rs Paid-in-Full - add trust to report with bond	Both
9	8	Collection case information	Both
8	9	A/R balance by type, A/R and payment aging (TPSE)	Both
11	10	Legal Financial Obligation (LFO) Report	SC only
12	11	PMR: Detail/Summary aged ARs	Both
13	12	PMR: Detail/Summary assigned to collections	Both

*Legend: * Requirement added during requirements gathering process*

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through February 28, 2013

Executive Sponsor(s)	**IT Project Manager:**
Judge Wynne, Chair JISC Data Dissemination Committee (DDC) *Judge Tripp, President* District and Municipal Court Judges Association (DCMJA) *LaTrisha Kinlow, President* District and Municipal Court Management Association (DMCMA)	Kate Kruller, MBA, PMP IT Project Manager 360 704 5503 (o) 360 956 5700 (f) Kate.Kruller@courts.wa.gov
Business Area Manager: Mike Keeling, Operations Manager	**Consultant/Contracting Firm: N/A**

Description: At the direction of the Judicial Information Services Committee (JISC), the Administrative Office of the Courts (AOC) is to remove the archiving requirement for certain courts of limited jurisdiction Records and, by extension, remove archiving of these records from the JIS applications. This request would see the records in the JIS applications "destroyed" at the same time the records are listed for destruction by the courts. This ITG request is a consolidation of requests 14, 15, 16, and 17. The requests were consolidated based upon analysis by AOC Information Services Division (ISD) technical experts.

1. Offline to Online.
   1.1. Restore all archived cases into the Active Tables/Discontinue archiving for all CLJ cases.
2. Destroy from Online.
   2.1. Use existing (today's) destruction rules to destroy cases off of the Active Tables.
   2.2. Incorporate any transition business rules that are approved to date.
   2.3. Re-code the system to apply the current and approved rules against the Active Tables.
   2.4. Update the destruction of record report (using the approved rules to date) and the actual destruction of record process (using the approved rules to date).
3. Change Destruction Criteria.
   3.1. Identify any additional new business rules.
   3.2. Implement the new destruction business rules in total.

Business Benefit: Purging these records would remove their visibility from the public website. Removal of the archiving requirement will eliminate the option for court staff to restore archive records. This request was generated based on the JISC adopting the recommendations of the JISC Public Case Search Workgroup on August 18th, 2010. The work detailed in this request will fulfill Recommendation #3 from the report.

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

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

Status Note:

The Schedule status indicator is Red due to delays caused by Business Analyst turn-over during the Functional Requirements Gathering phase. This resulted in complications selecting a project approach while sorting through policy issues and determining a technical approach that will work with other projects.

Project is on target for the schedule reported to the JISC on February 22, 2013.

Progress :

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

Schedule		
	Planned Start Date: (Previous efforts: Circa 2006; August 2010) Current effort: April 23, 2012	**Planned Completion Date:** March 20, 2014
	Actual Start Date: April 23, 2012	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Feb 1-28: Developed and Validated Code for Restore Cases Process.	Provides definition of project scope and project management approach.
✓ Feb 15: Developed Draft Project Communications Management Plan with technical notifications, e-mail distributions, Steering Committee, Project Team and Court Community outreach sessions strategies inclusive (stakeholder outreach and court user feedback).	Provides definition of project scope and project management approach.
✓ February 15 - March 29: Continued more business analysis to obtain full functional requirements detail - including plans for court user/Court SME outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanor Corrections Association)).	Provides definition of project scope and project management approach.
✓ February 15 - Feb 22: Evaluated potential business analysis to obtain full functional requirements detail review - including Stakeholder outreach to Presidents of Washington Association of Prosecuting Attorneys (WAPA), Washington Association of Municipal Attorneys WAMA, Washington Association of Criminal Defense Lawyers (WACDL) and Washington Defense Attorneys (WDA) for input representing their associations (two Prosecuting Attorney Bar Associations and two Defense Attorney Bar Associations). Coordinated with John Bell, Judge Wynne and Judge Heller. Decision: No outreach effort to these groups. John Bell will update and publish the Data Dissemination Committee (DDC) Policy Changes.	Provides definition of project scope and project management approach.
✓ Feb 28: Project Team reviewed/finalized draft Communications Management Plan.	Provides definition of project scope and project management approach.
Activities Planned	**Impact/Value**
° Mar 4: Begin Restore Case Process (archive cases to active – approx. six (6) months).	Defining detailed requirements.
° Mar 1- March 29: Continue more business analysis to obtain full functional requirements detail - including plans for court user/Court SME outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanant Corrections Association)).	Defining detailed requirements.
° Mar 4 – 6: Follow up with ITG 41 Project Steering Committee on materials provided, offer briefings for Q&A and start scheduling ITG 41 Project Steering Committee meeting March 28 or 28.	Defining detailed requirements.
° Mar 4 - 29: Plan to attend Committee and DDC/Associations meeting to provide project briefings / outreach on requirements (get feedback).	Defining detailed requirements.
° Mar 28 or 29: Steering Committee meeting for Project Status and Draft Communications Plan review, Report DDC Policy Determinations and discuss Functional Requirements to date.	Defining detailed requirements.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/1/11	8/1/11	
Phase 1 – Project Initiation		1/31/13	
Develop Charter		11/29/12	
End Project	8/1/13	3/20/14	

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

William Cogswell, ISD Associate Director

Through February 28, 2013

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

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

Activities Completed	Impact/Value
Portfolio Coordinator	
✓ Finished training all Project Managers in the use of the Clarity / Microsoft Project integration tool.	Using the Microsoft Project / Clarity integration makes the project schedule more realistic based on actual time reported by staff. Allows the PM to adjust schedule to mitigate impacts.
✓ Completed Total Cost of Ownership assignment for the SC-CMS project.	TCO will be used to understand the total cost of owning and operating the SC-CMS. The model will also be useful for portfolio management and evaluation of costs for future large IT investments.
✓ Transitioning to the temporary role of IT Service Delivery Coordinator. Conducted one OCB meeting and produced the February JIS IT Governance Report.	The IT Governance process provides visibility, transparency and an investment selection method for new IT requests across the court community.
Service Delivery	
✓ Conducted interviews for temporary Project Manager.	Fill vacant positions.
Release/Change Management	
✓ Migrated ISD Release Management SharePoint site to Production.	Provide AOC Resources in support of implementing Release Management processes.
Organizational Change Management	
✓ Assisted with ISD portion of February New Employee Orientation.	Provide a solid base of information for new AOC employees.
✓ Provided summary of feedback received from ISD employees hired in the last 6 months for input to ISD-specific New Employee Orientation.	Identify what works and what does not work to improve the ISD and Clarity communication.
✓ Continued Organizational Change Management work with projects and process improvement efforts.	Ensure strategies and actions are planned to manage the people side of change.
Clarity Administrator	
✓ Continued work on on-going projects and activities.	
Resource Coordinator	
✓ Clarity team assisted with integration of the DOC Data Exchange Upgrade into Clarity.	Successful migration of all active projects into Clarity will reflect up to date and more accurate information.
✓ Clarity Team met with D & D Manager, shared a basic MSP template to update and migrate the Add Accounting Data to the Data Warehouse Project into Clarity.	Successful migration of all active projects into Clarity will reflect up to date and more accurate information.
✓ Produced & distributed the following reports: - Weekly Vacancy Report, Weekly Allocations & Actuals by Investment Report, Weekly Missing Timesheet Report, - Monthly New & Exiting ISD Employees Report, Monthly Performance Measures, Monthly Accomplishments Report.	Provides a regularly occurring, reliable method of providing information to management and staff.
Business Liaison	
✓ Continued participation in ECMS project meetings; completed scheduling 2013 Steering Committee meetings and scheduled and attended briefing meetings for each proposal evaluation team.	Delivers a product that will meet the Court of Appeal's business needs.

✓ Attended the Minority and Justice Commission meeting. Researched AOC's position on social media and reported back to the Commission co-chairs.	Direct communication and interaction with the Commission increases understanding of ISD services and activities along with the Commission's business needs.
✓ Received confirmation from Division II COA regarding web publication of the Chronological SRA. Drafted an Operating Level Agreement between AOC and CIO Division II.	Others have indicated an interest in making this information more available; since Division II COA publishes this material we are requesting their consent prior to publication.
✓ Assessed the status of a previous Data Management Steering Committee (DMSC) assignments to AOC: Charter, Charter comparison (differences between current Charter and proposed Charter), and proposed data workflow diagrams (Project, IT Governance, and Operations).	As part of the Transformation Project, AOC has incorporated process and service changes into normal operating procedures. Some of these changes overlap with the previous roles and responsibilities of the DMSC. Proposed roles and responsibilities will be presented to the DMSC for their review and approval to ensure that an appropriate court data governance structure is in place.
✓ Worked with AOC staff, leadership, and stakeholders on SC-CMS project developments and possible impacts to customer groups.	Ensuring that customers are informed of project developments, the remaining decision process, and possible impacts to them.
✓ Worked with the project team, Steering Committee, other stakeholders, and AOC staff on the Computer Records Retention and Destruction project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
✓ Worked with the project team, Steering Committee, other stakeholders, and AOC staff on the Plain Paper/Comments Line on Warrants project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
✓ Did planning, materials preparation, and briefed members for February JISC meeting.	Thorough preparation for JISC meetings enables AOC staff to be better prepared and address emerging issues before each meeting.
✓ Staffed CLJ and multiple court level IT governance groups.	Assisting IT governance groups with the process enhances their ability to focus on decision making.
✓ Worked with Superior Court Case Management System (SC-CMS) project team, SC-CMS Management Advisory team, RFP Steering Committee and Court Business Office (CBO) to further the SC-CMS efforts.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ Facilitated a three day long vendor meeting with stakeholder groups for clarification on the proposed solutions for the SC-CMS project.	Answering questions and providing clarification to concerns will help to ensure a successful outcome of the project.
✓ Worked with the CBO and prepared for the upcoming Court User Workgroup meetings.	Ensuring that the CBO will help the CUWG meet the goals of establishing decisions around baseline configuration for the SC-CMS project.
✓ Continued work on a staffing transition plan for the DMSC committee.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
✓ Attended SCJA Board of Trustees meeting.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
Vendor Relations	
✓ Developed and distributed 3rd and final Executive Summary Report to RFP Steering Committee.	Analyzed evaluator scores and other acquisition documents to provide governing body with valuable information to make well informed decision regarding next RFP evaluation phase.
✓ Continue to work with SC-CMS Project management and MSD Contracts on developing strategies for contracts negotiation with ASV.	Proactively review Vendor proposal and project documentation to develop a strategy for contract negotiations between AOC legal team and ASV.
✓ Working, in coordination with Associate Director, edited the new ISD Vendor Management Policy (ISD 10.34) for further consideration by ISD Leadership Team.	Establishing a new ISD Policy identifying roles and responsibilities of the Vendor Relations Coordinator as well as the purpose and scope of the ISD Vendor Management Program.
✓ Drafted and submitted the new ISD Procedure (ISD 10.34.p1): Invoice Approval Process to ISD Associate Director for review and approval.	Establishing a new ISD Procedure to identify ISD roles and responsibilities and to enforce consistency and efficiency in implemented processes.
✓ Develop and distribute 3rd and final Executive Summary Report to RFP Steering Committee.	Analyzed evaluator scores and other acquisition documents to provide governing body with valuable information to make well informed decision regarding next RFP evaluation phase.

Activities Planned	Impact/Value
Portfolio Coordinator	
° Coordinate the ITG process.	The IT Governance process provides visibility, transparency and an investment selection method for new IT requests across the court community.
° Coordinate the IT Portfolio Management process.	The IT Portfolio process provides visibility, research and information on current and planned IT investments.
Release/Change Management	
° Continued participation in weekly Network Operations Meetings.	Track future changes to AOC Applications & Services in Production Environment for potential impact and de-confliction.
° Develop Release Calendar.	Provide Leadership Team & Stakeholders visibility on ISD Software Releases in Production Environment.
° Continue development of automated Release Notes Process.	Increase efficiency & reduce process time in support of Software Release Notes for external customer consumption.
° Tool Evaluation Continued evaluation of Release Tool.	Increase efficiency in Release & Deployment Management processes.
° Continue JSD Outage Notification Process Improvement to determine how we can automate the Content editing, review, & approval process.	Standardize the content of the notification.
Organizational Change Management	
° Refine ISD Organizational Change Management strategy and presentation for ISD Leadership Team.	Will provide guidance to ISD employees to define organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
° Prepare and deliver planned communications for Release Notes and Release Calendar.	Prepare ISD staff to incorporate new ISD processes into their daily work.
° Work with Clarity Team to prepare and deliver training and communications related to Resource Coordination process and Weekly Planner reports.	Prepare ISD staff to incorporate new ISD processes into their daily work.
Clarity Administrator	
° Implement the ISD Planner Report in coordination with the formalization of the ISD resource staff process.	These reports will give time reporters, functional managers, and project a detailed view of what tasks and support activities are planned for the week. It will provide visibility into the impact of new requests for staff time and changed assignments.
° Clarity V13 – Implementation - Begin efforts to implement the latest version of Clarity (On-hold until an infrastructure resource is available).	V13 also has a much improved user interface.
Resource Coordinator	
° Attend Policy Writing training.	Develop ISD Resource Management policies to document management approved resourcing procedures for the division.
° Develop and document Clarity Procedures (ongoing).	Provides good reference material for training, back up and succession planning.
° Integrate the Add Accounting Data into the Data Warehouse Project into Clarity.	Successful migration of all active projects into Clarity will reflect up to date and more accurate information. For this project it will reduce allocations and release resources no longer needed on the project.
Business Liaison	
° Continued participation on ECMS project and in project meetings. Assist by drafting and editing project documents, scheduling Executive Steering Committee meetings, etc.	Provides support to the project and project manager, as needed, to help the project meet its goals and objectives.
° Complete automation of the Release Notes using SharePoint. Document the process, create training material for users, and draft communication to prepare staff to use the new process. Begin pilot of the new process have been extended pending the return of the SharePoint Administrator.	Reduces the amount of time required to draft, review, and approve a release note. Contains release note information in one area and is available for all AOC to review it.
° Facilitate AOC work session for DMSC assignments.	Identifies and prioritizes AOC's tasks to complete the DMSC assignments.

° Incorporate AOC comments into the draft Operating Level Agreement between AOC/ISD and Division II COA, and submit to Division II for feedback. Incorporate feedback, and finalize OLA.	The OLA clearly defines both AOC's and Division II's roles and responsibilities.
° Continue working with AOC staff, leadership, and stakeholders on SC-CMS project developments and possible impacts to customer groups.	Ensuring that customers are informed of project developments, the remaining decision process, and possible impacts to them.
° Provide updates and reports to associations and other stakeholder groups on IT activities relating to courts of limited jurisdiction.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
° Continue monitoring progress and provided input on ISD projects on behalf of customer groups.	Communicating customer perspective on ISD projects helps ensure that system changes meet customer needs.
° Continue staffing CLJ and multiple court level IT governance groups.	Assisting IT governance groups with the process enhances their ability to focus on decision making.
° Continue to assist customers and AOC staff with troubleshooting customer issues that arise.	Assisting customers with issues builds relationships and customer confidence in AOC and ISD.
° Attend the Court User Workgroup (CUWG) Meetings for the SC-CMS project.	Ensuring that customer stakeholder involvement and feedback is heard and understood for the SC-CMS project.
° Staff Superior Court ITG Governance Groups.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
° Distribute communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
° Work with stakeholder associations to get concerns addressed on SC-CMS project.	Ensuring that messages from stakeholder groups are brought to the project team to help keep stakeholders and the project team informed, improving credibility and trust.
Vendor Relations	
° Upon approval of ISD 10.34 (VMP Policy), obtain final approval of VMP Procedure ISD 10.34.p1 - Invoice Approval Process from ISD Associate Director.	Establishing a new ISD Procedure to identify ISD roles and responsibilities and to enforce consistency and efficiency in implemented processes.
° Finalize, through coordination with Associate Director and Leadership Team the new, pending ISD Vendor Management Policy (ISD 10.34).	Establishing a new ISD policy identifying roles and responsibilities of the Vendor Relations Coordinator as well as the purpose and scope of the ISD Vendor Management Program.
° Continue to work with SC-CMS Project management and MSD Contracts on developing strategy for contracts negotiation with ASV.	Proactively review Vendor proposal and project documentation to develop a strategy for contract negotiations between AOC legal team and ASV.
° Meeting with Administrator to discuss use of Financial Transaction module in Clarity PPM for administration of ISD acquisitions and contracts.	Leverage functionality of current ISD administration applications to streamline processes and create efficiencies across the division.
° Continue to work with SC-CMS Project management and MSD Contracts on developing strategy for contracts negotiation with ASV.	Proactively review Vendor proposal and project documentation to develop a strategy for contract negotiations between AOC legal team and ASV.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through February 28, 2013

Includes: Enterprise Architecture, Solutions Management and Business Analysis

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	Impact/Value
✓ Provided enterprise architecture perspective to the JIS Codes Committee and staff in preparation for, and during, their monthly meeting. In February, three code issues were deliberated.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ COTS-Prep: Continued work on the summary documentation based on initial impact analysis of SC-CMS on JIS/SCOMIS Applications. Continued identification of potential impacts and changes as a basis for planning next steps.	Understand the impacts and issues associated with SC-CMS implementation, and identify solution options.
✓ ITG-41 (CLJ Revised Computer Records Retention and Destruction Process): Finalized business requirements.	Business requirements guide the developers in implementation that meets the business need.
Activities Planned	**Impact/Value**
° The second meeting of the Court Users Workgroup (CUWG) will be held March 13-14.	The Court Users Workgroup (CUWG) serves as the governing body for Court Business Office (CBO) initiatives to optimize, standardize, and continuously improve court business process in conjunction with implementation of a new Superior Court CMS.
° ITG-158 requests that two mental-health screening tools [Massachusetts Youth Screening Instrument-2 (MAYSI-2) and the Mental Health - Juvenile Detention Assessment Tool (MH-JDAT)] be developed electronically on an AOC server. The OCB processed the initial request in October. Based on post-analysis discussions, the requesters narrowed the scope of the request and resubmitted it in January. During February, the analysis was revised accordingly, and will be sent to the OCB for review in March.	Implementation of two mental-health screening tools on an AOC server (together with real-time scoring, data storage, and reporting) would provide a central and secure method for juvenile courts to determine the mental-health needs of the youth they detain.
° Enterprise Business Glossary development is being planned. To ensure enterprise applicability, coordination with projects (such as SC-CMS, ECMS, INH) and subject-matter experts (e.g., JIS Education, Public Information, Research) will be undertaken.	A common understanding of business terms is crucial to sound coordination of all AOC efforts in support of the business of the courts.
° ITG 58-37-79 (CLJ Warrant screen and print improvements): Elicit final requirements.	Business requirements guide the development team in implementation that meets the business need.
° VRV (Vehicle-Related Violations application): Coordinate on-boarding effort with Lynnwood, Fife, Tacoma, Renton, and Lake Forest Park.	The VRV assists courts in obtaining their Vehicle Related Violations in an automated fashion.
° Attending daily legislative stand-up meetings and weekly legislative team meetings.	Legislative team meetings facilitate appropriate estimation of legislative bills.
° DSHS/OFA request for data: Analysis is under way.	Providing data to DSHS/OFA supports the needs of the courts' justice partners.
° Enterprise Data Repository (EDR): Data definitions are being developed, and the models are being reviewed.	The EDR will support sharing of statewide data between courts and with justice partners.
° INH Data Quality Proof of Concept (tools acquisition): Participated in Data Quality Proof of Concept requirements and use case development.	Data Quality improvements are needed prior to data migration to the new CMS.
° Enterprise Data Repository (EDR): Data definitions are being developed, and the models are being reviewed.	The EDR will support sharing of statewide data between courts and with justice partners.

° ITG-158 requests that two mental-health screening tools [Massachusetts Youth Screening Instrument-2(MAYSI-2) and the Mental Health - Juvenile Detention Assessment Tool (MH-JDAT)] be developed electronically on an AOC server. Based on post-analysis discussions, the request has been modified, with a narrower scope. The analysis is being revised accordingly, and will be sent to the OCB for review in February.	Implementation of two mental-health screening tools on an AOC server (together with real-time scoring, data storage, and reporting) would provide a central and secure method for juvenile courts to determine the mental-health needs of the youth they detain.
° Enterprise Business Glossary development is being planned. To ensure enterprise applicability, coordination with projects (such as SC-CMS, ECMS, INH) and subject-matter experts (e.g., JIS Education, Public Information, Research) will be undertaken.	A common understanding of business terms is crucial to sound coordination of all AOC efforts in support of the business of the courts.
° Consolidate the Solution Architecture of INH Middleware Services and INH EDR under one Solution Architect. Begin to redesign the INH Middleware core infrastructure based on the Microsoft BizTalk ESB Best Practices. Complete the INH EDR "Proof of Concept".	Will provide a consistent overall architecture across the INH capabilities and releases. Uplift the existing SCDX and INH service delivery patterns to use current and forward-looking BizTalk architecture delivering more extensible, supportable exchanges. Understand the possible fit of the Informatica tooling to the EDR requirements.
° COTS Prep: Work on the summary documentation based on initial SC-CMS impact analysis. Work on possible impact and change for statewide data warehouse and reporting.	Understand the impacts and issues associated with SC-CMS implementation, and identify solution options.
° Enterprise Application Architecture: Update the existing enterprise application architecture document. Identify some common application architecture and design patterns. Provide reference implementation.	Create common application architecture building components to expedite the system integration development.

Operational Area: Infrastructure

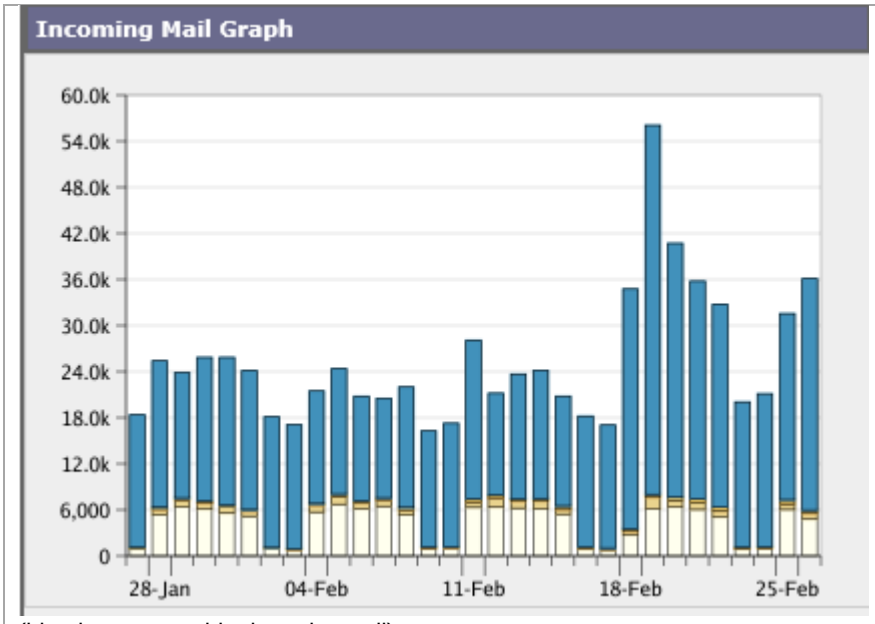
Dennis Longnecker, Infrastructure Manager

Through February 28, 2013

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.

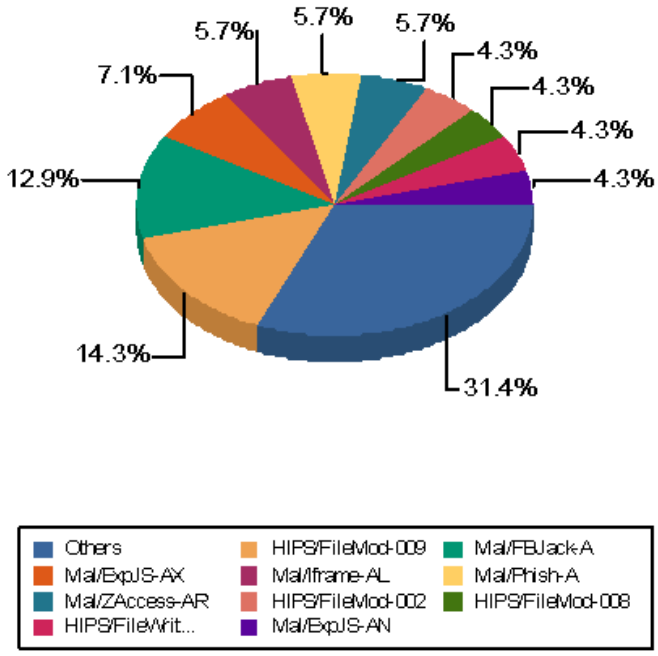
Activities Completed	Impact/Value
✓ Continued planning the Spring 2013 Disaster Recover test. This Disaster Recovery test is scheduled for March 08-09, 2013, and will consist of a combined network test with Department of Enterprise Services, so it should make for an exciting test. We set our objectives and expectations for the next test. Staff continues to keep documentation/procedures current.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Completed the following Software/Hardware updates: - Upgraded COA 1 Domain Controller to new hardware and software - Upgraded COA 2 Domain Controller to new hardware and software - Upgraded Firewalls to newest Hardware and Software - Upgraded Virus intrusion scanners to newest versions (which support Windows 8).	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Waiting for testing of Natural 8.2.3 so we can migrate to production. Current version is unsupported by the vendor, and the JIS systems are put at risk not upgrading to supported versions.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Waiting for testing of z/OS 1.13 operating system so we can migrate to production. Current version is unsupported by the vendor, and the JIS systems are put at risk not upgrading to supported versions.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Increasing Circuit capacity for COA's and SeaTac. Circuits are being installed by Comcast.	Provide higher speed bandwidth.
✓ Processing responses and generating contracts for FY13 equipment replacement. Waiting for responses from other sites. Have until the end of March to complete.	Replace aged (5 year old) equipment with new hardware and operating systems.
✓ During the month of February 2013, the e-mail systems received 782,700 e-mails, of which 648,400 (82%) were 'Spam' e-mails, and not delivered; thus only 134,300 (17%) were real e-mails and delivered.	Only delivering the real e-mails saves on staff time, not making them having to deal with all the unnecessary garbage in their inboxes. All saves space in the servers.



(blue is spam – white is real e-mail)

✓ During the month of February 2013, Virus protection Stopped 21,001 from entering the network. Cleaned up 51 Viruses/spyware. Cleaned up 7 Adware/PIA. Prevented 60 Suspicious files/behavior.

Virus's by Name



Activities Planned	Impact/Value
° Continue to work on the March 2013 Disaster Recovery activities.	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 Hardware/Software/Firmware Upgrades on system components.	Maintaining current and supported software levels ensures users are able to continue to work.
° Continue work on FY13 Equipment Replacement. Waiting on responses from the courts.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Waiting for testing of Natural 8.2.4 so we can migrate to production. Current version is unsupported by the vendor, and the JIS systems are put at risk not upgrading to supported versions.	Current Version of Natural is unsupported by the vendor.

° Waiting for testing of z/OS 1.13 Upgrade so we can migrate to production. Current version is unsupported by the vendor, and the JIS systems are put at risk not upgrading to supported versions.	Maintaining current and supported software levels ensures users are able to continue to work.
° Continue work on Court of Appeals and SeaTac network upgrades. Upgrading from 10mbs to 100mbs.	Ensures users are able to continue to work.
° Continue work on MS Exchange Upgrade Planning.	Maintaining current and supported software levels ensures users are able to continue to work.

Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through February 28, 2013

Includes: Data Warehouse Unit, Development Unit, Data Quality and Governance, & Database Unit

Description: *The Data & Development Section is comprised of four separate units:*

Data Warehouse: 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.

Data Exchange/Development: The development team is tasked with staffing active projects. They complete requirements analysis, design specifications, service development, unit testing, and implementation to production of new application components. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.

Data Quality and Governance: Data maintained by business applications is viewed as an enterprise asset. In addition to supporting business operations, data, when consolidated into a mechanism such as a data warehouse, is used to support strategic decisions and business process improvements. A Data Governance Model provides the decision-making framework to support the management of data as an enterprise asset. Combined with Data Quality, the management of data through defined governance processes, policies, and standards required throughout the data life cycle will result in increased accuracy, consistency, and confidence in the underlying enterprise data.

Database: 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.

	Activities Completed	Impact/Value
	Data Warehouse Unit	
✓	Released 6 Reports for Disproportionate Minority Contact (DMC).	Provide business requirements for juvenile department.
✓	Released universe changes.	Provide business requirements for accounting.
✓	Released Cases with A/Rs Paid-in-Full - expand trust with bond report.	Provide business requirements for accounting.
✓	Review requirements of Time pay report RCM.	Provide technical requirements.
✓	Continue to review business requirements for Disproportionate Minority Contact (DMC) being added to BOXI.	Provide business requirements.
✓	Committee approval of Case Financial History Disbursements Detail Report.	Provide business requirements.
✓	Created ITG request to begin planning for the next version of Business Objects.	New version will provide additional functionality.
	Data Exchange/Development Unit	
✓	Continue supporting QA testing for SCDX Increment 3 & 4 services.	Help with completing the QA testing of rest of the SCDX Increments.
✓	Continue to triage SCDX defect tickets for AOC development team.	Provides assistance to troubleshoot defect causes.
✓	Coordinated with Pierce County to receive and send messages in real time in Production for Docket services.	Continue to support Pierce County to go live in Production.
✓	Assist with AOC developers to plan/coordinate the Java build for Docket service changes.	Ensures the quality of services.
✓	Troubleshoot and resolved the issue with Pierce County receiving duplicate response messages.	Provides assistance to Pierce when troubleshooting defect causes.
✓	Support Pierce County with Production related issues as well as to continue their test support in QA.	Helps Pierce County to go live in Production with more SCDX Increment 1 & 2 services.
✓	Created the SCOMIS and JIS profiles for 9 new courts for use by the INH project.	Prepare the on-boarding of courts to utilize INH services.

	Data Quality and Governance	
✓	Data Quality team continues to review 25 data elements identified as top data quality elements.	Phase II of Data Profiling activity, cross-column/cross-table profiling and analysis.
✓	Build draft Data Governance presentation for DMSC.	Communicate to the DMSC a proposed data governance framework and responsibilities.
✓	Draft proposed charters for the DMSC and Data Quality workgroups.	Defines roles and responsibilities to support the Data Governance framework.
✓	Meet with DMSC chair to draft meeting schedule and agenda items.	Establish appropriate meeting expectation.
✓	Draft data quality tool proof of concept presentation.	Evaluate tools needed to manage data quality issues effectively and facilitate data quality communication throughout the enterprise.
	Database Unit	
✓	Review 16 database design requests.	Change management of data designs related to: ITG09 project - Support expanded reporting of Accounting data from the data warehouse. Vehicle Related Violations - Eliminate Performance Issue. INH-Middleware – Manage translation of Superior Court Warrant Type Code to Docket Codes. Data Profiling – Data dictionary updates to correct discrepancies. Performance – Changes to support implementation of Referential Integrity rules.
✓	Research and analyze data related issues for the Data Profiling project.	Document 13 issues related to referential integrity and application design that need deeper analysis and cleanup.
✓	Document Data Governance issues related to code table management.	Identify process inefficiencies.
	Activities Planned	**Impact/Value**
	Data Warehouse Unit	
°	Awaiting Data Dissemination Committee review on security issue: What level of security should be applied to collections and trust data?	Provide business requirements.
°	Continue research and design of tables for receipting.	Provide data for requested reports.
°	Review specifications of PMR report RCM.	Provide technical requirements for accounting.
°	Review specifications of Time Pay report RCM.	Provide technical requirements for accounting.
°	Review design of security in accounting universe.	Provide technical requirements.
	Data Exchange/Development Unit	
°	Continue to support QA testing for SCDX Increment 3 & 4 services.	Help with completing the QA testing of rest of the SCDX Increments.
°	Deploy all SCDX Increment 2 services to Production.	When Pierce County goes live in Production with SCDX Increment 1 and 2 services, it will cause a sizable reduction in the amount of time spent by Pierce County for double data entry. It will also expose two of the three GET services that King county is interested in consuming as a starter.
°	Coordinate with Pierce County to receive and send messages in QA for Docket services modification.	Continue to support Pierce County testing to go live in Production.
°	Support Pierce County with testing related issues for consuming the CaseStatus services to work in conjunction with the modified approach for Docket services.	Helps Pierce County to go live in Production with Docket Services along with the Case Status services by end of March.
°	Continue to work with infrastructure group to set up a new User Acceptance environment.	Minimizes the impact for the external client to work in a stable environment.
	Data Quality and Governance	
°	Continue rule validation against data inconsistencies as identified with Phase II assessment findings.	Establishes the appropriate threshold for data anomalies/inconsistencies.
°	Planning efforts to identify Stakeholder Data Quality members.	Broader representation of both business and technical subject matter experts.
°	Continue to format and finalize the Assessment report.	Used to develop the Data Quality Assessment report.
°	Finalize data quality tool proof of concept presentation.	Demonstrate the proof of concept to stakeholders.

°	Coordinate with Pierce County to receive and send messages in QA for Docket services modification.	Continue to support Pierce County testing to go live in Production.
°	Support Pierce County with testing related issues for consuming the Case Status services to work in conjunction with the modified approach for Docket services.	Helps Pierce County to go live in Production with Docket Services along with the Case Status services by end of March.
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°	Continue rule validation against data inconsistencies as identified with Phase II assessment findings.	Establishes the appropriate threshold for data anomalies/inconsistencies.
°	Planning efforts to identify Stakeholder Data Quality members.	Broader representation of both business and technical subject matter experts.
°	Continue to format and finalize the Assessment report.	Used to develop the Data Quality Assessment report.
°	Finalize data quality tool proof of concept presentation.	Demonstrate the proof of concept to stakeholders.
	Database Unit	
°	Support Database Design Review requests.	Change Management of database designs.
°	Data Profiling Project Support.	Research and Analysis of data related issues.
°	Facilitate installation of ER/Studio 9.5 in test environment.	Support for DB2 version 10 and SQL Server 2012 constructs.
°	Support Database Design Review requests.	Change Management of database designs.

Operational Area: Operations

Mike Keeling, Operations Manager

Through February 28, 2013

Includes: All application units; Web team, Java team, Legacy team, uniPaaS team, Data Exchange team and SharePoint

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
✓ JCS – Deployed Build 2.51 in production.	Provides user interface improvements and bug fixes. Streamlined the login process to eliminate unnecessary menu selection steps.
✓ JCS – Completed development of Build 2.52.	Includes new Screen and Release functionality to improve workflow for detention staff, along with several usability enhancements.
✓ Legacy – Civil Judgment/Disposition Update (CVJ) screen bug corrected to properly create a docket entry when the Judgment Type code is changed.	Allows for more accurate tracking of changes to the judgment type codes on the docket screen by courts.
✓ Legacy – Time Pay job created for Blaine Municipal Court.	Meets a request by the court to receive Time Pay statements weekly.
✓ DX – VRV On-boarding – Tacoma photo enforcement tickets with RedFlex Traffic Systems goes live.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
✓ Java - support for Superior Court Data Exchange project as it moves from development to production. Completed initial development of enhancements to the Docket Add/Insert/Update services.	Allow easier customization and implementation of alternative ways of accessing JIS data.
✓ Java – Released Electronic Ticket Processing (ETP) version 3.4.3 to restrict users' ability to enter invalid data.	Improve data quality and decrease the amount of time court users and AOC spend correcting invalid data.
✓ Java - work on ITG requests 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
✓ Java – Released JABS version 5.4. Changes include the addition of case notes to the docket tab and a change to decrease system resource usage.	Respond to a request from users to add a new feature to the application. Improve reliability of JABS and other systems which run on the same infrastructure.
✓ Java – Released ACORDS version 73.1. Changes include 2 bug fixes and an update that allows ACORDS to run on the latest version of Java. Security exploits have been found in previous versions of Java.	Improve usability and reliability of application. Improve overall security for all of our court customers who now have the option of upgrading users to the latest and most secure version of Java.
✓ WEB - SC and COA opinions are currently uploaded as Word documents, and then converted for display on the web to PDF and Text. The courts want to discontinue the Word upload and provide only a PDF version. This change will not only affect the current application, but it will also affect other entities that currently receive the opinions. Work on this project has involved coordination of effect to ensure all aspects of the change are taken into consideration. As most of these issues have been, or are close to being, resolved, work on the application changes are expected to begin in late October or early November.	The current conversion of Word documents to PDF does not include signing Judges/Justices. Additionally, pagination is often off which causes confusion for those reading the opinions. With the courts taking responsibility for scanning and creating the PDF documents, these issues will be resolved. However, it should be noted, that not all clients will be happy with just a PDF option. The courts of aware of this issue and have opted to move forward knowing there may be complaints.
Activities Planned	**Impact/Value**
° JCS – Deploy Build 2.51 in production.	Will provide streamlined workflow for detention staff.
° JCS – Complete development of Build 2.52.	Continues the incremental usability and system performance enhancements identified by the Juvenile Departments.
° Legacy – Install new case condition code EHN, Elect Home Monitoring – Non DUI.	Meets a codes committee request to allow courts to track DUI cases where a defendant is required to have electronic home monitoring.
° DX – VRV On-boarding of Lynnwood, Fife, and Renton municipal courts.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.

° DX – Technical design and development of Person Protection Order Get service.	Part of the INH project.
° DX – Improve query performance of VRV database tables.	Ensure normal operation of VRV with increasing traffic.
° DX – Defect triage and fix of SCDX services.	Part of the SCDX project.
° Java - support for Superior Court Data Exchange project as it moves from development to production.	Allow easier customization and implementation of alternative ways of accessing JIS data.
° Java - work on ITG requests 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
° Java – Released a new version of JABS to address ongoing performance concerns.	Improve reliability of JABS and other systems which run on the same infrastructure.
° WEB – Search revisions to improve results on WWW - In Progress.	Configuration changes intended to improve search results.
° WEB - Washington State Aggression Replacement Training (WSART) App - In Progress.	Courts and Research will be better able to track the progress of juveniles that are required to attend training. The tool will also save the courts time as it will automatically generate rosters and keep probation counselors informed.
° WEB – Law Library Updates. In Progress.	The Law Library site was last updated in 2004/2005 and they would like to implement some changes on their site to improve the user experience, as well as give it a more modern look and feel.
° WEB - The Minority and Justice Commission has been rolled into the Gender and Justice Commission efforts, and with that change, they have requested an update to their site. The information design for their site has become somewhat unmanageable and they have some wonderful content that would be great to highlight more.	This effort will update the existing Minority and Justice Commissions sub-site, providing an updated look and feel, and clearer, more concise information architecture to the Commission's site.
° WEB - Provide information to AOC Staff and Appellate Court employees on the Everbridge Mass Communications System.	The MCS system will be used to facilitate communications with employees when there is information of an urgent nature. This communications system enables AOC to provide important information quickly and efficiently, and offers the opportunity for staff to receive timely information and respond regarding their availability, as necessary.
° WEB - Add old Trial Court Staffing and Judicial Needs Estimate reports to the caseload section of the public site.	Provide access to Trial Court Staffing and Judicial Needs Estimate reports from as far back as 2006.
° WEB - Due to hacking and spamming attempts and incidents we are taking a series of steps to improve the security of our websites. These include: - Captcha forms, - Diff and compare Production sites on a schedule to eliminate orphan files, - Changing passwords, - Limiting DSN permissions, - Throttling and separation of email configurations.	Better security and less risk of compromise.

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