Washington State Administrative Office of the Courts

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

May 2013
(Report Period Ending May 31, 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
May 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	CY14 Q1	CY14 Q2
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 Enterprise 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 Enterprise 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 May.

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 May 1 - 31, 2013:

ISD welcomed the following new staff:

- No new employees joined ISD during the month of May.

The following employees left ISD:

- Jon French, Desktop Support, (5/31/2013).

Employees transferring to the SC-CMS Project:

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

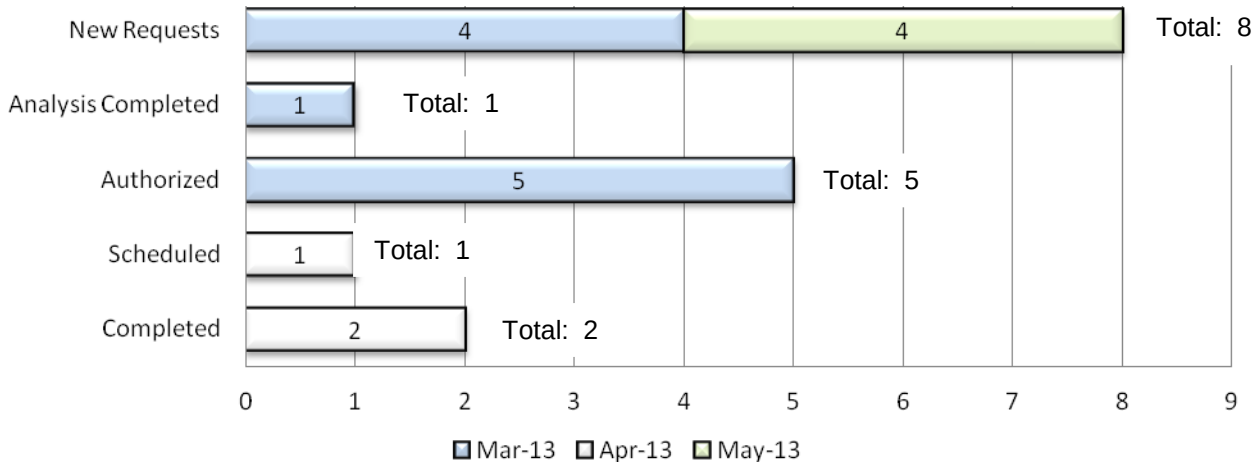
IT Governance Request Status

Completed JIS IT Requests in May 2013

No requests were completed during the month of May.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	26
Superior Court Judges Association	3	**Data Management Steering Committee**	1
Washington State Association of County Clerks	9	**Data Dissemination Committee**	1
Washington State Association of Juvenile Court Administrators	2	**Codes Committee**	3
District & Municipal Court Judges Association	4	**Administrative Office of the Courts**	6
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	10
Courts of Limited Jurisdiction	18
Multi Court Level	9

Summary of Activities May 2013

Initiative Summary

Transformation Program	
Activities	***Impact/Value***
✓ Projects are on hold due to reassignment of project manager.	The following activities are on hold: • Release Management Implementation • Application Development Management • Enterprise Requirements Management
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.	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***
✓ Completed the design review sessions with the Database Design Review Team.	Validates EDR design.
✓ Made a presentation to AOC ISD Leadership Team laying out a strategy for moving the Data Governance/Data Quality Programs forward and the options for acquiring a data quality tool.	Develop business case for Data Quality tools.
✓ Solution Architect and Business Analyst started developing requirements for the implementation of EDR Release 2.0. This includes the initial data sets and services required to be shared with SC-CMS and other court systems.	Requirements gathering for EDR Release 2.0.
✓ The project made a recommendation that a Data Strategy Consultant be hired to provide guidance and direction on all data related issues that INH and other current interdependent projects may encounter.	Provides guidance and direction on data related issues.
Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Completed work on the BizTalk framework enhancements.	Data Exchanges ensure that we meet the customer need of providing accurate data everywhere the courts need it.
✓ Completed work on functional specifications for CaseProceedings Add, Update, and Delete.	
✓ Started development of CaseProceedings Add, Update, and Delete data exchanges.	
✓ Completed SQL stored procedures for PersonRelationshipGet and CaseAccountingStatusGet services.	
✓ Continued testing previously completed services using the current QA environment.	

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ Pierce County has been testing the Docket modifications and Civil Case services.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ Twenty three services (11 INC3 and 12 INC4) have been tested, approved, deployed and are available for Pierce County to use in their data exchange implementation.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ QA Testing for the remaining 13 Increment 4 web services continues.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.

ITG #002 Superior Court - Case Management System RFP	
Activities	***Impact/Value***
✓ Contract negotiations are underway with Tyler Technologies, Inc.	A signed contract.

ITG #045 Appellate Court Enterprise Content Management System (AC-ECMS)	
Activities	***Impact/Value***
✓ Finalized initial analysis of vendor proposal and sent questions to the Apparent Successful Vendor.	Improve the efficiency of document management for the courts.
✓ Sent response to contract exceptions to Apparent Successful Vendor.	Improve the efficiency of document management for the courts.
✓ Started contract negotiations with the Vendor. There have been several meetings to discuss contract terms and conditions as well as proposal requirements.	Improve the efficiency of document management for the courts.
✓ Completed analysis of AOC server and storage costs relative to the project and received approval to procure.	Improve the efficiency of document management for the courts.
✓ Continued requirements analysis for changes to JIS Link and a new public documents portal.	Improve the efficiency of document management for the courts.

ITG #009 Add Accounting Data to the Data Warehouse	
Activities	***Impact/Value***
✓ Design requirements for Payment Monitoring Report (PMR).	Provide business requirements for accounting.
✓ Released updated universe to address performance issues.	Provide data for accounting.
✓ Completed analysis for ITG Request #70 for PMR in BOXI.	Provide business requirements for accounting.
✓ Completed Requirements document written for Legal Financial Obligation (LFO) Report to address ITG #70.	Provide business requirements.
✓ Designed, coded, tested and released fix data needed for LFO.	Provide data requirements.
✓ Designed, coded, tested and released fix data needed for PMR.	Provide data requirements.
✓ Rework of tables for collections.	Provide data for accounting reports.

ITG #041 Revised CLJ Computer Records Retention and Destruction Process	
Activities	***Impact/Value***
✓ May 1 - 31: Continued Restore Case Process of moving archived cases to active status.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records; reduces work for court employees who no longer have to manually restore cases.
✓ May 1- June 30: Continued more business analysis to obtain full functional requirements detail - including plans for court user/Court Subject Matter Expert outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanant Corrections Association (MCA)).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ May 1 - August 31: Project Team developers prepare to apply current and preliminary new rules to active tables in November (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

✓ May 9 and 31: Worked with John Bell and Judge Wynne to provide support information to the Data Dissemination Committee (DDC) from the ITG 41 Project as they update and revise the DDC Policy.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ May 20: DMCMA Spring Conference 2013 (Chelan) – Project Functional Requirements Outreach/Feedback presentation.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ May 31: DDC Meeting - Policy update complete and being circulated to JISC for approval, then court community and professional associations. The DDC also reaffirmed that data from Seattle Municipal Court (SMC) is not included in this project due to the fact that only a shell of the SMC cases are loaded in JIS.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

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

Initiative Reports

Transformation Program Track

Status Reporting on-hold until project manager assigned. **Reporting Period through NA**

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

Status Reporting on-hold until SC-CMS contract executed. **Reporting Period through NA**

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):	**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
- 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:

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

Status Reporting on-hold until SC-CMS contract executed. **Reporting Period through NA**

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:	**April - 0%** 100%

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 1/2/12		**Planned Completion Date:** 4/1/13	
	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 May 31, 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:

This past month, the project team completed the review of the database design and has started analyzing the requirements and design for the initial data load and service integration, as part of INH Release 2.0.

An implementation strategy for the Data Governance and Data Quality programs was presented to ISD Leadership.

The project made a recommendation that a Data Strategy Consultant be hired to provide guidance and direction on all data related issues that INH and other current interdependent projects may encounter.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** July 2011		**Planned Completion Date:** 2/6/2014	
	Actual Start Date: July 2011		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Completed the design review sessions with the Database Design Review Team.	Validates EDR design.
✓ Made a presentation to AOC ISD Leadership Team laying out a strategy for moving the Data Governance/Data Quality Programs forward and the options for acquiring a data quality tool.	Develop business case for Data Quality tools.
✓ Solution Architect and Business Analyst started developing requirements for the implementation of EDR Release 2.0. This includes the initial data sets and services required to be shared with SC-CMS and other court systems.	Requirements gathering for EDR Release 2.0.
Activities Planned	**Impact/Value**
° Complete final database design review to incorporate feedback from Database Design Review Team sessions.	Validates EDR design.
° Complete draft Statement of Work for a Data Strategy Consultant to provide strategic guidance on implementing the EDR.	Plan the procurement.

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	2/6/14	

Information Networking Hub (INH) Middleware Project

Reporting Period through May 31, 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:

During the month of May, the team made good progress designing and developing INH services and making improvements to the BizTalk application. Overall, we are about 75% complete with services development.

Progress was made testing using the current QA environment. The new Q-UAT environment is expected to be ready the first week in June. This will allow us to deploy the INH services and BizTalk framework for the final round of functional and regression testing.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** January 2012		**Planned Completion Date:** 4/22/2014	
	Actual Start Date: January 2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Completed work on the BizTalk framework enhancements.	Provides INH data exchanges.
✓ Completed work on functional specifications for CaseProceedings Add, Update, and Delete.	Provides INH data exchanges.
✓ Started development of CaseProceedings Add, Update, and Delete data exchanges.	Provides INH data exchanges.
✓ Completed SQL stored procedures for PersonRelationshipGet and CaseAccountingStatusGet services.	Provides INH data exchanges.
✓ Continued testing previously completed services using the current QA environment.	Provides INH data exchanges.
Activities Planned	**Impact/Value**
° Continue work on the business and technical analysis documentation for next set of INH services.	Provides business requirements for technical specifications that can be developed to.
° Continue work on IEPD transformation documents for remaining services.	Provides business requirements for technical specifications that can be developed to.
° Continue work on SQL stored procedures and BizTalk framework enhancements.	Provides INH data exchanges that can be tested and deployed to QA.
° Deploy at least 8 completed services and 3 re-factored services to Q-UAT and begin functional and regression testing.	Provides INH data exchanges that can be tested and deployed to QA.

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	10/9/12
Service 6 – Case Get	11/8/12	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	10/12/12	10/12/12	10/12/12
Service 4 – Juvenile Reference Update	10/12/12	10/12/12	10/12/12
Service 3 – Protection Orders Add/Update	9/27/12	9/27/12	9/27/12
Service 2 – Juvenile Add/Update	9/14/12	9/14/12	9/14/12
Service B1 – Person Get	9/14/12	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	1/18/13
Service B2 – DOL DL Person Search	10/3/12	9/20/13	
End Project	9/13/13	4/22/14	

Approved Project Status Reports

ITG #121 Superior Court Data Exchange

Reporting Period Through May 31, 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.

Pierce County has spent a considerable amount of time this month testing the Add Docket and Civil Case services. Most testing is going well however, there is a test scenario where the Pierce County is encountering an unexpected duplicate docket entry condition. The issue is serious enough that Pierce has called off the scheduled June 3rd startup. The AOC and Pierce County teams will meet next week to discuss possible resolution options, and determine a course of action.

Progress on the web services QA testing has slowed due to resource availability issues. The yellow status indicators indicate that this situation is being closely watched.

The AOC Operations staff has assigned a new resource to the Java team The new resource is ramping up and will be increasing their support activities in the coming months.

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:** 9/16/2013
	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
✓ Pierce County has been testing the Docket modifications and Civil Case services.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ Twenty three services (11 INC3 and 12 INC4) have been tested, approved, deployed and are available for Pierce County to use in their data exchange implementation.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.
✓ QA Testing for the remaining 13 Increment 4 web services continues.	Support and Maintenance of all SCDX has been fully transitioned to AOC staff.

Activities Planned	Impact/Value
° Complete initial QA testing the remaining Increment 4 Web Services.	Staying on target to deploy all 66 web services by July 2013.
° Continue to support Pierce County with their on-boarding activities.	This correction will get Pierce back 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	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	3/8/13
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	9/4/13	

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

Status Reporting on-hold until SC-CMS contract executed. **Reporting Period through NA**

Executive Sponsor(s) *Judge Craig Matheson, 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 QA 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.

Contract negotiations are continuing. Monthly status reporting is on-hold until a contract is signed with Tyler Technologies, Inc. An SC-CMS testing lab is being set up in AOC building two on the second floor.

Progress

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
✓ AOC's primary contract negotiation team met with the Tyler Technology, Inc. (Tyler) legal team on April 23-25, 2013 to discuss the terms and conditions of the SC-CMS contract.	A signed contract.
Activities Planned	**Impact/Value**
✓ Contract negotiations are expected to continue through May 2013. AOC is planning one more face-to-face meeting with Tyler in late May.	A signed contract.

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
Contract Negotiations Begin	4/23/2013	4/23/2013	4/23/2013
Selected Vendor Begins	5/17/2013	5/17/2013	
PHASE 1 COMPLETE	5/17/2013	5/17/2013	

ITG #045 Appellate Courts Enterprise Content Management System (AC-ECMS)

Reporting Period through May 31, 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 Enterprise 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.

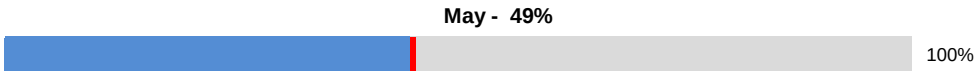
Business Drivers	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
	Maintain the business	☐	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

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

Status Notes:

The schedule status indicator remains red due to past resource constraints and changes in the project approach.

Progress



Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule	**Planned Start Date:** Aug 2011	**Planned Completion Date:** July 22, 2014
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ Finalized initial analysis of vendor proposal and sent questions to the Apparent Successful Vendor.	Improve the efficiency of document management for the courts.
✓ Sent response to contract exceptions to Apparent Successful Vendor.	Improve the efficiency of document management for the courts.
✓ Started contract negotiations with the Vendor. There have been several meetings to discuss contract terms and conditions as well as proposal requirements.	Improve the efficiency of document management for the courts.

✓ Completed analysis of AOC server and storage costs relative to the project and received approval to procure.	Improve the efficiency of document management for the courts.
✓ Continued requirements analysis for changes to JIS Link and a new public documents portal.	Improve the efficiency of document management for the courts.
Activities Planned	**Impact/Value**
° Continue contract negotiations.	Improve the efficiency of document management for the courts.
° Periodically meet with the project Executive Steering Committee to brief them on the negotiations and get approval on individual contractual items.	Improve the efficiency of document management for the courts.
° Continue requirements analysis for changes to JIS Link and a new public documents portal.	Improve the efficiency of document management for the courts.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/15/11		8/15/11
Contract negotiations		5/24/13	
AC-ECMS Web Portal Requirements		12/7/12	12/7/12
AC-ECMS Procurement Documents		3/20/13	3/20/13
AC-ECMS Technical Requirements		8/3/12	8/3/12
AC-ECMS Business Requirements		9/12/12	9/12/12
End of Project	6/22/12	7/22/14	

ITG #009 Add Accounting Data to the Data Warehouse

Reporting Period through May 31, 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.

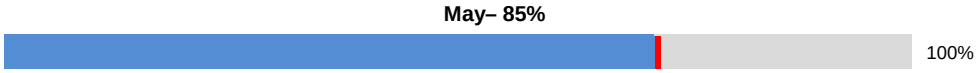
Business Drivers								
	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

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

Status Notes:

The project remains on schedule and within budget. The planned completion date for this project is July 2013.

Progress



Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	Impact/Value
✓ Completed technical design for Payment Monitoring Report (PMR).	Provide business requirements for accounting.
✓ Released updated universe to address performance issues.	Provide data for accounting.
✓ Completed analysis for ITG Request #70 for PMR in BOXI.	Provide business requirements for accounting.
✓ Completed Requirements document written for Legal Financial Obligation (LFO) Report to address ITG #70.	Provide business requirements.
✓ Designed, coded, tested and released fix data needed for LFO.	Provide data requirements.
✓ Designed, coded, tested and released fix data needed for PMR.	Provide data requirements.
✓ Rework of tables for collections.	Provide data for accounting reports.

Additional Comments

Project Deliverable	Release Date	Release Status
Cases with A/Rs Paid-in-Full - Excluding Trust	12/20/2011	Report completed
Cases with finding date and A/Rs in "potential" status	2/21/2012	Report completed
A/R Detail Report	4/17/2012	Report completed
A/R Summary Report	6/19/2012	Report completed
Monthly interest accruals	7/17/2012	Report completed

Universe Technical Fix (no new reports to courts)	8/27/2012	Report completed
Remittance Summary	9/18/2012	Report completed
Cases with A/Rs Paid-in-Full - add trust without bond	10/16/2012	Report completed
Last AR Payment	1/15/2013	New report request for project. Completed.
Case/Person Financial Summary(CFH)	1/15/2013	Report Completed
CFH Report - AR Detail	1/15/2013	Report Completed
Cases with A/Rs Paid-in-Full - expand trust with bond	2/26/2013	Report Completed
CFH Report - Disbursements	3/19/2013	Report Completed
Parking Due Report	3/19/2013	New report request for project. Completed.
CFH Report - Adjustments	4/19/2013	Report Completed
CFH Report - Receipts	4/19/2013	Report Completed
*Security for universe (Case Type security)	4/19/2013	Report Completed
Collection reports for parking cases	N/A	Removed as a project deliverable
Universe Technical Fix (no new reports to courts)	6/4/2013	Report completed
Legal Financial Obligation (LFO) Report	N/A	May satisfy ITG #70 Scheduled for workgroup review June 2013
Collection case information		Scheduled for release June 2013
A/R balance by type, A/R and payment aging (TPSE)		Scheduled for release July 2013
PMR: Detail/Summary aged ARs		Scheduled for release July 2013
PMR: Detail/Summary assigned to collections		Scheduled for release July 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 May 31, 2013

Executive Sponsor(s)	**IT Project Manager:**
Judge Thomas 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: The ITG 41 Project objectives are to eliminate all JIS archiving for the Courts of Limited Jurisdiction (CLJ) cases and apply new destruction rules to the CLJ JIS cases according to the revised policy set by the Data Dissemination Committee. The current activity is to return archived records to the active database (i.e. no records will remain in archive). This will pave the way to implement the new rules. At the conclusion of this project, all JIS CLJ records will be retained according to the revised policy.

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: Project Team continues with the Restore Case Process (restoring archived cases to active status. There are under 1 million case files remaining to be processed. Cases are restored progressively from 2012 backwards in descending order. The schedule status indicator is set to red as a caution that situations that may cause delays are being watched carefully.

Progress : May – 61% 100%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** Current effort: April 23, 2012		**Planned Completion Date:** July 3, 2014	
	Actual Start Date: April 23, 2012		**Actual Completion Date:** TBD	

Activities Completed	Impact/Value
✓ May 1 - 31: Continued Restore Case Process of moving archived cases to active status.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ May 1- June 30: Continued more business analysis to obtain full functional requirements detail - including plans for court user/Court Subject Matter Expert outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanant Corrections Association (MCA)).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ May1 - August 31: Project Team developers prepare to apply current and preliminary new rules to active tables in November (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

✓ May 9 and 31: Worked with John Bell and Judge Wynne to provide support information to the Data Dissemination Committee (DDC) from the ITG 41 Project as they update and revise the DDC Policy.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ May 20: DMCMA Spring Conference 2013 (Chelan) – Project Functional Requirements Outreach/Feedback presentation.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ May 31: DDC Meeting - Policy update complete and being circulated to JISC for approval, then court community and professional associations. The DDC also reaffirmed that data from Seattle Municipal Court (SMC) is not included in this project due to the fact that only a shell of the SMC cases are loaded in JIS.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° June 1 – 30: Continue Restore Case Process.	Restoring Cases from Archive.
° June 1 – 30: Business analysis support to developers coding functional requirements detail. Confirm Judge's flag option already in the requirements. Set it to turn on and off as needed.	Requirements Gathering (All rules).
° June 1 – August 31: Project Team developers prepare to apply current and preliminary new rules to active tables in November (1st iteration).	Re-coding the System Active Database (Current and Preliminary rules).

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/1/11	8/1/11	8/1/11
Develop Technical Design/Produce Non-Functional Requirements Document	3/12/13	4/11/13	4/11/13
Deploy Iteration 1 to Production	11/13/13	11/13/13	
Approval of Non-Functional Requirements by AOC Management (Restore Process)	10/7/13	10/7/13	
Develop & Validate Code – Iteration 2 All New Rules	2/14/14	2/14/14	
Deploy Iteration 2 to Production	5/22/14	5/22/14	
Development complete	5/22/14	5/22/14	
Phase V – New Process Acceptance/On-going Planning	7/3/14	7/3/14	
Phase VI – Project Close Completed	7/3/14	7/3/14	
End Project	7/3/14	7/3/14	

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

William Cogswell, ISD Associate Director

Through May 31, 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/Service Delivery	
✓ Coordinated IT Governance (ITG) requests through the ITG process – see May IT Governance Status Report.	The IT Governance process provides visibility and transparency of IT investments throughout the court community.
✓ Produced the May IT Governance Status Report, monthly IT Project Portfolio Report and the Quarterly Portfolio Snapshot Report.	The IT Governance and Portfolio Management processes provide visibility and transparency of IT investments throughout the court community.
Release/Change Management	
✓ Participated in weekly Network Operations meeting.	Track future changes to AOC Applications & Services in Production Environment for potential impact and conflict resolution.
✓ Represent AOC at DES Information Technology Service Management (ITSM) Software Vendor Demonstrations.	Evaluation of ITMS Software products which are touting support to ITIL processes in alignment with Release Management which may increase efficiency in Release & Deployment Management.
✓ Assisted Operations Manager, WEB Team Lead, and Vendor Relations Coordinator in providing subject matter in support of Security RFQQ.	Develop Security RFQQ encompassing baseline of technical details which align with AOC's short term and strategic goals for IT Security.
✓ Developed draft Data Security Policy and CYBER Defense Brief Presentation.	Support AOC's short term and strategic goals for IT Security.
✓ Crisis action planning support to AOC Director, CIO, & ISD OPS Manager for Security Breach Press Release.	Mitigate potential or perceived negative reputation attributed to Data Breach.
✓ Participated in WA State LEAN Practitioner's Community of Practice meeting.	Represent AOC interest in supporting GOV Inslee's LEAN efforts. "Governor directed agencies throughout state government to use Lean principles and methods to improve value for taxpayers' money. Washington state is on a long-term journey to adapt Lean to state government."
Organizational Change Management	
✓ Rolled out Resource Coordination process to all ISD on May 2nd.	Defines a conversation for coordinating assignment of resources to project work.
✓ Participating in the AOC Rules of Engagement workgroup.	Develop rules to define how AOC staff interacts with each other.
Resource Coordinator	
✓ Attended preliminary meeting to discuss the schedule for the Clarity upgrade project.	Upgrade to Clarity Version 13.2
✓ The Clarity Team met with the Deputy Director to discuss and brainstorm options for revising ISD's approach for Application support time reporting.	Provides the ability to determine the ongoing cost of operation for applications. Supports resource capacity planning & usage. Provides the ability to determine the amount of time accrued on application support tasks and simplifies time reporting for staff.
✓ Met with Data & Development Manager to update Core and Core Task allocations.	Data cleanup efforts will result in more accurate information in Clarity to prepare for staff roll out of the Weekly Planners.
✓ Updated Clarity to extend Core and Admin project finish dates and Estimate-To-Complete balances to align with the new biennium ending 6/30/15.	Staff would not be able to report time to Core and Admin "Out of Office" after 6/30/13 or if ETC balances were exhausted.
Business Liaison	

✓ 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.
✓ Coordinated the stakeholder input process for customers on ISD projects.	Direct customer input on IT projects helps ensure a successful project outcome.
✓ Staffed CLJ, superior, and multiple court level IT governance groups.	Assisting IT governance groups with the process enhances their ability to focus on decision making.
✓ Assisted customers and AOC staff with troubleshooting customer issues that arise.	Assisting customers with issues builds relationships and customer confidence in AOC and ISD.
✓ Continued participation in ECMS project meetings.	Delivers a product that will meet the Court of Appeal's business needs.
✓ Participated in the Restore SCOMIS Cases Project Team meeting. Completed the Restore SCOMIS Cases Project's Communication Plan, including the creation of several templates to be used for communicating with the counties and a log to be used to document contacts.	The project's Communication Plan clearly defines who will be making contact on behalf of the project, what the message will be, when contact will be made, and how communication will be delivered.
✓ Finalized DMSC documents for the Data and Development Manager's presentation to the DMSC Chair.	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.
✓ Completed the Operating Level Agreement (OLA) for the creation and maintenance of the Chronological Sentencing Reform Act (SRA), between ISD and COA Division II. It was approved and signed by both COA Division II and ISD representatives.	The OLA clearly defines both AOC's and Division II's roles and responsibilities related to the Chronological SRA.
Vendor Relations	
✓ Continued to be sole source of contact with ASV for SC-CMS for coordination and planning of contract negotiations.	Retain requirement of RFP Coordinator as sole point of contact with Vendor for SC-CMS RFP—from RFP publication date through completion of contract negotiations and execution.
✓ Finalized and published Request for Qualifications and Quotations (RFQQ) for IT Security Review and Compliance Audit *(High Priority for AOC).*	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
✓ Provided procurement support and guidance to INH team regarding acquisition requirements for Informatica software and services required for implementation of the INH Enterprise Data Repository (EDR).	Provide guidance to leverage agency's current contracted software goods and services for fulfillment of INH DQ and EDR needs.
✓ Provided support during contract negotiations to SC-CMS RFP legal team.	Retain fidelity of acquisition process; support maintenance of 'sole point of contact' for AOC through contract negotiations.
✓ Continued with ASV contracts negotiation in coordination with MSD Contracts for Appellate Courts Enterprise Content Management System (ECMS) RFP.	Proactively review Vendor proposal and project documentation to develop a strategy for contract negotiations between AOC Contract Manager and ASV; negotiation a fair and equitable contract with ASV while reducing AOC and project risks.
Activities Planned	**Impact/Value**
Portfolio Coordinator/Service Delivery	
° Coordinate ITG requests through the ITG process.	The IT Governance process provides visibility, transparency and an investment selection method for new IT requests across the court community.
° Prepare monthly portfolio management reports.	The IT Portfolio process provides visibility, research and information on current and planned IT investments.
° Continue building information into the software tools portfolio.	Visibility of software tools will inform planning, purchasing and cost management decisions.
Release/Change Management	
° Continued participation in weekly Network Operations Meetings.	Track future changes to AOC Applications & Services in Production Environment for potential impact and conflict resolution.
° Develop Release Calendar.	Provide Leadership Team & Stakeholders visibility on ISD Software Releases in Production Environment.

° Continue development of automated Release Notes Process.	Increased efficiency & reduced process time in support of Software Release Notes for external customer consumption.
° SDLC Tool Evaluation.	Continued evaluation of Release Tool which may increase efficiency in Release & Deployment Management processes.
° Assist Portfolio Coordinator in developing a proposal to incorporate Software Tools into the IT Portfolio.	Deliver a single, up-to-date, and easily accessible list of Software Tools and related information to inform decision making.
° Continue to assist Operations Manager, WEB Team Lead, and Vendor Relations Coordinator in providing subject matter in support of Security RFQQ process.	Develop Security RFQQ encompassing baseline of technical details which align with AOC's short term and strategic goals for IT Security.
° Assist Portfolio Coordinator in developing a proposal to incorporate time reporting for application support in the IT Portfolio.	Ability to determine the ongoing cost of operation for an application and support resource capacity planning and usage.
Organizational Change Management	
° Begin ISD Policy Review/Development meetings.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
° Participate in the AOC Rules of Engagement workgroup.	Develop rules to define how AOC staff interacts with each other.
° Continue Organizational Change Management (OCM) work with projects and process improvement efforts.	Ensure strategies and actions are planned to manage the people side of change.
Clarity Administrator	
° (June/July 2014) AOC Investment Resource Requisition - Create a custom to initiate and process a request for resources for an ISD investment (project or application). - Develop the workflow to automate notification	Formalizes resourcing requests. Do so will enable ISD leadership to better understand where their staff is needed and the ability to meet those needs.
° (July 2013) Implement the ISD Project Invoice process - Provide ISD Staff training - Develop custom support for contract invoice process data collection and work flow.	Provides a way to retain invoice data for ISD investments (applications and projects). Automates the workflow required to process an invoice from the time it is received by the Vendor Relations Coordinator until it is finally approved by the ISD CIO or delegated authority.
° (June/July 2013)Clarity V13 – Implementation. Begin efforts to implement the latest version of Clarity - We have support from infrastructure. - Will delay implementation until version 13.2 is release which is expected end of May 2013.	V13.1 provides a much improved user interface. V13.2 provides a new solution pack of 50+ reports and several management dashboards. V13.2 has a full rewrite of portfolio management.
Resource Coordinator	
° Provide Resource Management overview to the CIO, Infrastructure Manager and Operations Manager during the Weekly Planner Training.	Communicate the benefits of a successfully implemented resource management process to the CIO and Functional Managers and discuss management's expectations.
° Continue to work with the Functional Managers to review and update Core allocations and Core tasks assignments in Clarity.	Data cleanup efforts will result in more accurate information in Clarity to prepare for staff roll out of the Weekly Planners.
° Work with Portfolio Coordinator to update investment finish dates, review and update allocations for staff that support active applications.	Staff would not be able to report time spent supporting mission critical applications after 6/30/13.
° Draft a Resource Management Policy for ISD Leadership.	Provides guidance to ISD employees to define resource management according to Leadership Team's expectations.
Business Liaison	
° Continue to coordinate the stakeholder input process for customers on ISD projects.	Direct customer input on IT projects helps ensure a successful project outcome.
° 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.

° Continue to participate in the Restore SCOMIS Cases Project Team meetings; participate in communication with County Clerks, Court Administrators, and identified Technical Leads according to the project's Communication Plan.	Remind key stakeholders when their court is scheduled to have SCOMIS case data restored. Minimizes surprises and ensures that both AOC and the courts are prepared for the restoration.
° Continued participation on ECMS project and in project meetings.	Provides support to the project and project manager, as needed, to help the project meet its goals and objectives.
° Participate in meetings to identify and review Lessons Learned from initial internal pilot.	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.
Vendor Relations	
° Prepare draft for revised Request for Qualifications and Quotations for IT Security Review and Compliance Audit *(High Priority for AOC).*	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
° Continue to provide support during contract negotiations to SC-CMS RFP legal team.	Retain fidelity of acquisition process; support maintenance of 'sole point of contact' for AOC through contract negotiations.
° Continue to work with Appellate Court Project Management and MSD Contracts on developing strategies during pre-planning sessions for contract negotiations.	Proactively review Vendor proposal and project documentation to develop a strategy for contract negotiations between AOC Contract Manager and ASV.
° Continue with ASV contracts negotiation in coordination with MSD Contracts for Appellate Courts Enterprise Content Management System (ECMS) RFP.	Provide expertise in IT Contract Negotiations to establish a fair and equitable contract between parties; reduce risk to AOC through cooperative coordination with AOC Contracts.
° Prepare draft Request for Qualifications and Quotations for ISD Data Strategy Consultant.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications; Utilize team coordination for use of subject matter experts within ISD.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through May 31, 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
✓ ITG-158 - revised request for development of two mental-health screening tools (MAYSI-2 and the MH-JDAT) electronically on an AOC server: Following submission of a third version of the request, coordinated effort by internal technical team to re-strategize this as a small development effort.	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.
✓ Vehicle-Related Violations (VRV) On-boarding: Continue to improve the on-boarding process and on-board additional courts. Assisted Kirkland in changing servers. Working to on-board Lake Forest Park.	Improve the rate at which courts are on-boarded so they can utilize the benefits of the VRV data exchange.
✓ Court Users Work Group (CUWG): During May, reviewed and provided feedback to "as is" process models drafted by the Court Business Office (CBO). Additionally, reviewed and revised a draft security model that establishes roles relative to JIS Baseline Services.	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 case-management system (CMS).
✓ Standards for Local CMS (case-management system) Data Systems: Completed Draft and distributed for internal AOC review and comment.	A Standard for Local Data Systems will provide guidance to all courts on what data needs to be exchanged with the AOC central database if they adopt a local non-JIS case-management system. Internal AOC review is needed prior to review and comment by external stakeholders.
✓ Enterprise Data Repository (EDR): Completed the EDR internal design review. Updating the design based on comments from subject matter experts improves the design by considering all perspectives.	Design-review comments from AOC ISD staff provide a 360-degree assessment of the EDR for supporting existing data-sharing needs.
Activities Planned	**Business Value**
° The next meeting of the Court Users Workgroup (CUWG) will be held June 12-13.	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 41 - CLJ Revised Computer Records Retention and Destruction: Finalized the DRAFT business-requirements document. It is being shared with stakeholders to obtain approval. Work with developers and testers, as needed.	The business-requirements document is intended to ensure that the requirements meet the business need.
° ITG 58-37-79 - CLJ Plain-Paper Warrant: Requirements for the plain paper format, data, and selection screen are being finalized. Working with developers and testers as needed.	Requirements documentation ensures that the business needs are met.
° Researched two eTicket disposition bugs: [1] Wrong court is being sent in ticket disposition to the Department of Licensing (DOL), [2] Deferred Findings are not being sent to DOL correctly. Currently analyzing how to correct affected cases as well as how to fix the problem.	Correcting these bugs will ensure accuracy of data sent to partner agencies.
° Automate Release-Notes Process: Assist Release Manager and SharePoint developer with understanding release note process and determining how it can be automated.	Automating release notes will provide for a more efficient, accurate process.

° ITG-158 - revised request for development of two mental-health screening tools (MAYSI-2 and the MH-JDAT) electronically on an AOC server: A non-functional prototype will be developed to facilitate stabilization of the requirements.	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 Strategies: Initiated collaborative architectural planning for next 12-18 months.	Identification of the enterprise strategies which will best serve information-technology efforts in the next 12-18 months will lay crucial groundwork via standards, policies, services, and products that will help make ISD project solutions successful.
° ITG-181 - Kitsap SmartBench Export: [1] Working with customers to understand the business needs and requirements. [2] Working with AOC ISD staff to look into solution or solution options, and address various issues, concerns for solution options.	This effort promotes sharing of data between AOC and the courts in a more efficient way.
° ITG 45 - AC EDMS (Appellate Courts - Electronic Data Management System) Portal: Working on business rules and requirements.	The COA and the Supreme Court require immediate action to develop and implement a web portal to facilitate electronic filing and an EDM system to support sharing documents across all four courts, indexing, storage, retrieval, and searching of documents, and an integrated workflow and correspondence module to improve productivity and efficiency in the processing of cases.
° Refine definition and fit of Information Network Hub (INH) services in preparation for SC-CMS implementation.	Iterative refinement will reduce rework and retrofit of services to SC-CMS needs/requirements.
° Standards for Local CMS Data Systems: Incorporate AOC review comments and produce version 1.0 for distribution to external stakeholders. Coordinate with business liaisons and ISD data-management group to get external stakeholder review process and schedule completed.	Review and comment by external stakeholders is important to get viewpoints addressed.
° Update the Enterprise Architecture Development (ADM) Roadmap.	The Enterprise Architecture Development Roadmap provides guidance for communicating the EA goals and objectives and what activities will be performed in the next 12 -18 months.
° Work started to rationalize the Enterprise Data Repository (EDR) against the JIS Function and Sub-Functions.	This effort will drive priorities and dependencies in the EDR implementation.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

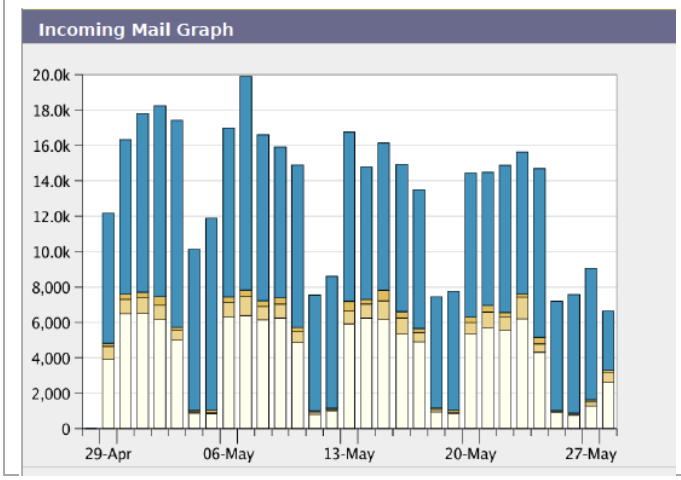
Through May 31, 2013

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
✓ Building and setting expectations for the next JIS Disaster Recovery test.	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: • Router at Divison 1 • VMware ESX 5.1 • Data Studio 3.2 • AssetWin 2013	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.

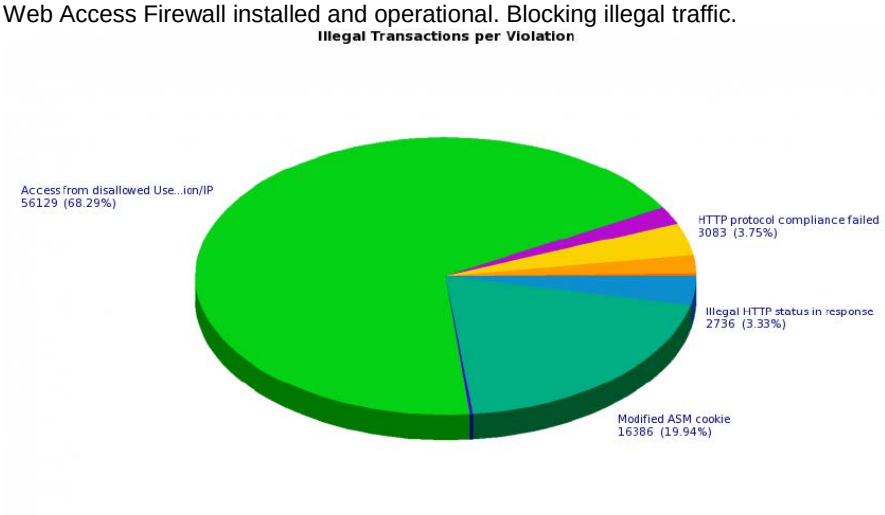
During the month of May 2013: Spam Filtering prevented 275,600 e-mails from entering the system. Only 124,600 e-mails were valid. Virus protection stopped 12,259 viruses/malware from entering the network, cleaned up 27 viruses, and 24 potentially unwanted applications (PUA).



Incoming Mail Summary

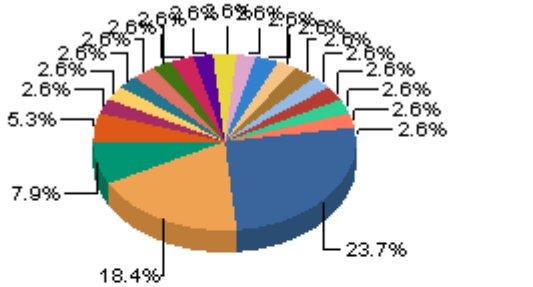
Message Category	%	Messages
Stopped by Reputation Filtering	62.7%	250,883
Stopped as Invalid Recipients	0.0%	52
Spam Detected	1.8%	7,242
Virus Detected	0.0%	3
Stopped by Content Filter	4.4%	17,415
Total Threat Messages:	**68.9%**	**275,595**
Clean Messages	31.1%	124,642
Total Attempted Messages:		**400,237**

Web Access Firewall installed and operational. Blocking illegal traffic.



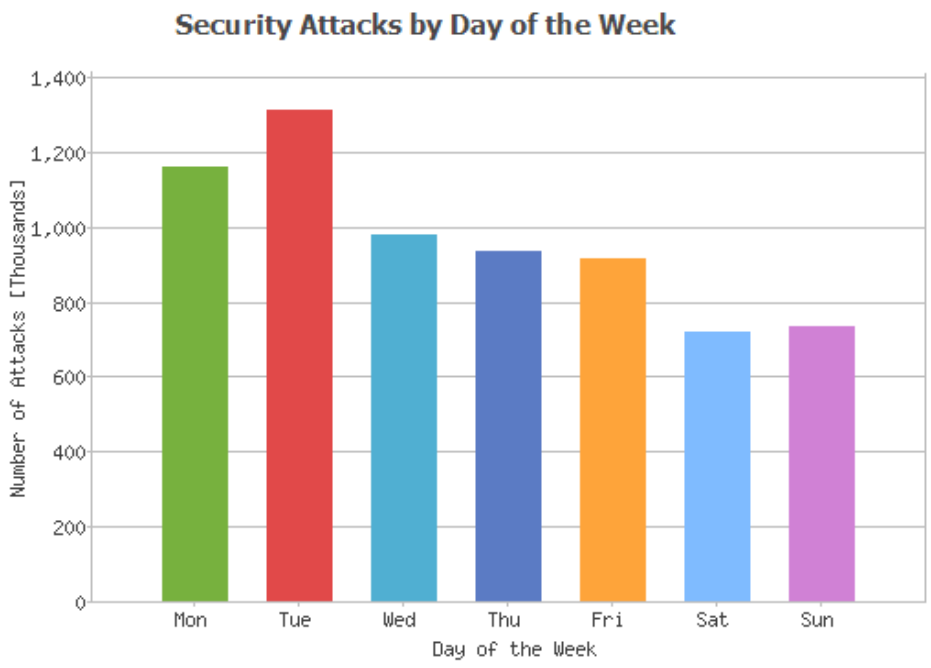
SECURITY REPORT

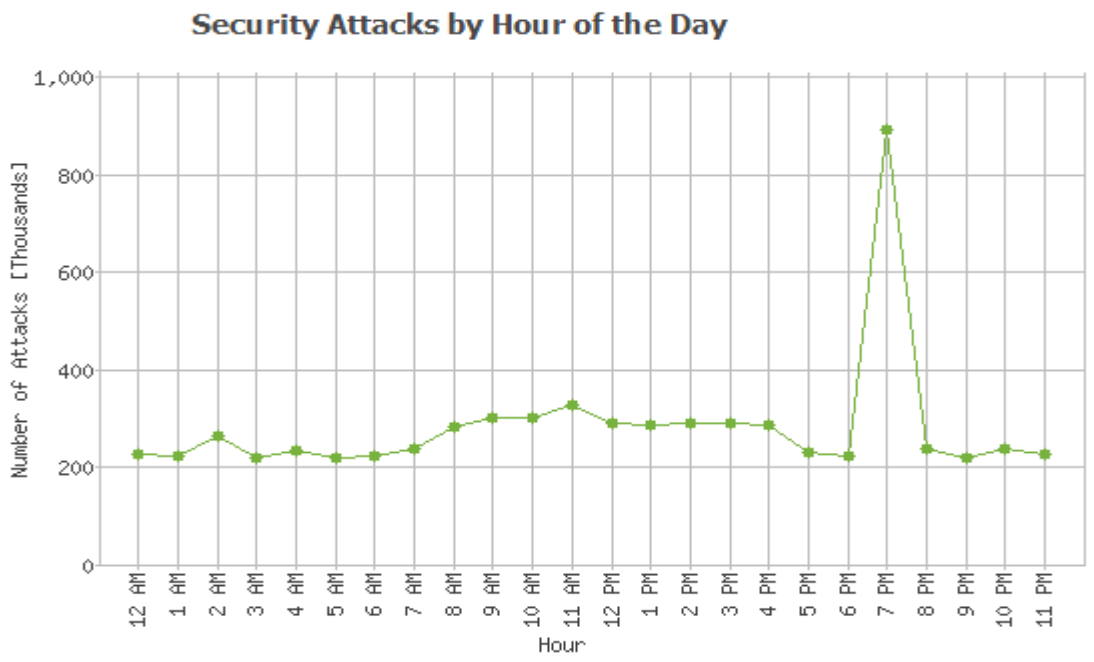
Virus's prevented by AOC filters



Virus Prevention and Detection:

Total items detected on your networked computers	
Viruses/spyware	44
Adware/PUA	9
Suspicious files/behavior	3
Blocked by firewall	18148


Security Attacks by Day of the Week
1,400
1,200
1,000
800
600
400
200
0
Number of Attacks [Thousands]
Mon
Tue
Wed
Thu
Fri
Sat
Sun
Day of the Week



Activities Planned	Impact/Value
° Complete analysis of the March 2013 Disaster Recovery activities and correct any issues.	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 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 May 31, 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 is used to support strategic decisions and business process improvements. Data Governance will ensure data is complete, accurate, and timely so the Courts can improve decision making through the Data Quality Program. Data quality management exercises the defined governance processes, policies, and standards required throughout the data life cycle which will result in increased accuracy, consistency, and confidence in the enterprise data within the Washington State Courts System.

Activities Completed	Impact/Value
Data Warehouse Unit	
✓ Design documents for Payment Monitoring Report (PMR).	Provide business requirements for accounting.
✓ Release Case Financial History Adjustment Detail Report	Provide business requirements for accounting.
✓ Release Case Financial History Receipting Detail Report.	Provide business requirements for accounting.
✓ Release accounting universe with security.	Provide business requirements.
✓ Rework of tables for collections, disbursements, and receipting.	Provide data for accounting reports.
✓ Committee approval of Approval of Collection Report.	Provide business requirements.
✓ Designed, coded, and tested data needed for destroyed and expunged participants.	Provide data requirements.
✓ Designed, coded, tested and released fix data needed to show '(**DECEASED**)' to end of actor names where date of death greater than current date.	This will enable courts to see accounting cases that may be closed due to person being deceased.
✓ Designed, coded, tested and released fix data needed to ensure accounting security works properly.	Provide data requirements.
✓ Competed design work for time pay and payment monitoring.	Provide data requirements.
✓ Designed "Destruction of Records Report" for ITG request 41.	Provide business requirements.
✓ Completed 5 Eservice Request for Legislation.	Provided BOXI solution.
✓ Completed 8 Eservice Request for Data Dissemination.	Provided BOXI solution.
✓ Completed 15 Eservice Request for new or enhanced BOXI reports.	Provided BOXI solution.
✓ Completed 19 Eservice Request for new BOXI users/Security.	Provided BOXI solution.
Data Exchange/Development Unit	
✓ Completed support for QA testing for SCDX Increment 4b services.	Help with completing the QA testing and prepare for Production deployment of SCDX Increment 4b services.
✓ Supported QA testing effort for SCDX Docket services modifications.	Help with completing the QA testing of rest of the SCDX Docket service modifications.
✓ Continue to triage SCDX defect tickets for AOC development team.	Provides assistance to troubleshoot defect causes.

✓ Coordinated with Pierce County to help them ramp up for consuming Case Docket service File Civil case service.	Continue to support Pierce County to go live in Production.
✓ Support Pierce County for resolving issues with respect to Docket changes, as well as to continue support their test effort in QA.	Helps Pierce County to go live in Production with Docket services.
✓ Collaborate and coordinate with Pierce County with their code development and testing with respect to the Docket service modifications and File Civil case service.	Helps Pierce County to go live in Production with Docket and File Civil Case services.
✓ Worked with Pierce County Business Analyst and fielded questions relating to Business functionality impacts of implementing Docket and Civil File services.	Helps Pierce County to go live in Production with Docket and File Civil Case services.
✓ Reviewed INH EDR Design.	Facilitates development effort for INH EDR.
✓ Completed BC and FS for INH GET Referral service.	Facilitate development and testing for this family of INH services.
✓ Collaborate with the INH project to complete the FS and IEPD changes for GET Docket service Change Request.	Provide an improved GET Docket service which is more nimble and works more like a Search service rather than just an Inquiry service.
✓ Collaborated (and continue to collaborate) with the QA team and the AOC Java team in coming up with a plan for acceptance criteria for code deploy from the Dev team to QA team, with respect to QC checks on the product being delivered to QA.	Establishes a level of Quality on the product being delivered to QA by the Dev team, which satisfies the needs of the SCDX project as well as meet the entrance criteria for QA.
✓ Collaborate with the infrastructure and Maintenance group in preparing the new QAT environment to be "application deploy ready" mode.	Helps to create a new environment for the QA testers to perform their testing and isolate the external customers from being exposed to un-tested product in their environment.
Data Quality and Governance	
✓ Change management of data designs.	Review 28 database design requests related to Accounting Data in Data Warehouse (ITG09), CLJ Archiving (ITG41), INH-Services, Security Upgrades and Data Quality.
✓ Support Data Profiling & Foreign Key Analysis Projects.	Document 3 issues related to data integrity and lower case characters that need deeper analysis and/or cleanup. Design solution for the referential integrity issues related to the Participant (PAR) table. Review the draft of the Data Quality Assessment Report. Participate in resolution of 2 issues related to referential integrity and validation rules.
✓ Final draft of the Data Quality Assessment has been completed and is awaiting final approvals and publishing.	Provides a baseline for the current state of Data quality for all future changes and improvements.
✓ Participate in INH EDR Design Review Process.	Identify possible impacts to the data if changes are made.
✓ Final Draft DMSC Charter has been created and is pending committee review and feedback.	Establish appropriate meeting expectation.
✓ Meet with SC-CMS and INH Technical Team.	Defines roles and responsibilities to support the Data Governance framework.
✓ Engage with INH-SCCMS Technical team to understand scope of data migration effort and data quality impacts to the new CMS.	Coordinate work teams for effective and efficient process development.
✓ New subproject, Foreign Key Analysis Project, developed to focus specifically on INH Services between INH and SCCMS.	To ensure that data being retrieved by services is accurate and not returning additional information that was stored in a table in error due to a system structural issue (for example, "expunged" case information that should not be counted on a report or retrieved in a service).
✓ Research and analyze data related issues.	Document 8 issues related to referential integrity, validation rules, bad data and missing values that need deeper analysis and/or cleanup. Design solution for the referential integrity issue for the Domestic Violence Party (DVP) table.
Activities Planned	**Impact/Value**
Data Warehouse Unit	
° Design technical requirements for PMR.	Provide technical requirements.
° Continue design for time pay reports.	Provide technical requirements.

° Design technical of Time Pay report.	Provide technical requirements.
° Review requirements of Time pay report RCM.	Provide technical requirements.
° Continue data design for time pay and payment monitoring.	Provide data for requested reports.
° Design technical requirements for PMR.	Provide technical requirements.
° Continue design for time pay reports.	Provide technical requirements.
° Design technical of Time Pay report.	Provide technical requirements.
Data Exchange/Development Unit	
° Continue to support QA testing for SCDX Increment 4b services and Docket services.	Help with completing the QA testing of rest of the SCDX Increments as well as the Docket service modifications.
° Deploy all SCDX Increment 4ba services to Production.	When Pierce County goes live in Production with SCDX Increment 1, 2, 3 and 4a and 4b services, it will cause a sizable reduction in the amount of time spent by Pierce County for double data entry. It will also expose all of the three GET services that King county is interested in consuming as a starter.
° Deploy the modified GET Docket service to Production.	Enhances the ability for Pierce County to perform searches on Case dockets with various options for search criteria.
° Support Pierce County with testing the modified approach for Docket services in relation to issues with Case Status history, as well as File Civil case service for non-well identified participants.	Helps Pierce County to go live in Production with Docket and File Civil Case Services in May or June.
° Continue to work with infrastructure, QA and development group to deploy applications to the new QAT environment.	Minimizes the impact for the external client, and have a stable environment for their UA testing.
° Continue to collaborate with the QA team and the Java Dev teams to finalize the QC checklist for Java code deployments.	Reduces the impact for QA team from having to take on not-well unit tested code.
° Continue supporting Pierce County business unit with questions related to data and service implementation.	Help Pierce County understands the impact s to their Business unit once they go live in Production with web service transactions.
° Continue reviewing the Design for INH EDR.	Helps with finalizing the design for EDR.
° Complete development and review of Get Accounting Status stored procedure.	Facilitate development of INH Web service for Get Accounting Status.
Data Quality and Governance	
° Support Database Design Review requests.	Change Management of database designs.
° Support Data Profiling & Foreign Key Analysis Projects.	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.
° Continue to meet with Court Education to discuss impact of data quality in regards to PBR project.	Establishes the appropriate threshold for data anomalies/inconsistencies.
° Mapping out Data Quality activities for the next year under different conditions (i.e. with tool versus without tool).	To help identify the data quality approach to pursue.
° Support Database Design Review requests.	Change Management of database designs.
° Data Profiling Project Support.	Research and Analysis of data related issues.

Operational Area: Operations

Mike Keeling, Operations Manager

Through May 31, 2013

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

Description: AOC ISD Operations 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), Judicial Access Browser System (JABS), e-Ticketing, Adult Static Risk Assessment (ASRA), Data Exchanges, SharePoint and Web applications and services.

Activities Completed	Impact/Value
✓ SharePoint 2010 - "AOC SharePoint Standards and Guidelines" drafted and reviewed.	Establishes SharePoint 2010 standards for baseline governance in the new environment.
✓ SharePoint 2010 - site design drafted and reviewed.	Project milestone.
✓ Legacy Maintenance - Work on ITG requests 58/37/69 (Plain Paper Warrants) – Coding and Unit Testing.	Allow courts to print warrant on plain paper, add comments to warrant and increase the size of the bail amount.
✓ Grays Harbor and Jefferson requested a Clerks Dismissal Eligibility report be printed on the first day of the month for case types 2, 3, 4 and 5.	Created clerks dismissal report to run on the first of the month.
✓ Testing and planning for ITG 160 z/OS Upgrade.	Bring current mainframe operating system to supported version.
✓ Web: Continued Security Improvements.	Web Application Firewall configuration. Cleaning up old content. Further encryption of data on the site.
Activities Planned	**Impact/Value**
° DX – Defect fixes of SCDX increment 3 and 4.	Part of SCDX project.
° DX – Set up new UAT environment.	To provide separate testing environments for AOC internal use and external customers.
° SharePoint 2010 – Complete standards & guidelines document.	Establishes SharePoint 2010 standards for baseline governance in the new environment.
° SharePoint 2010 – Complete final draft of design.	Project milestone.
° Legacy Maintenance – ITG 41.	Continue restoring archived cases, program changes and testing to enhance records destruction process.
° Legacy Maintenance – ITG 58/37/79 – Plain Paper Warrants.	Continue 2nd review of allow district and municipal courts to print warrants to plain paper.
° Legacy Maintenance – 2013 Legislative changes.	Continue to identify 2013 leg changes.
° Legacy Maintenance – ZOS upgrade.	ZOS mainframe system upgrade.
° Web: Continued Security Improvements.	Further encryption of data on the site. Web Application Firewall configuration. Cleaning up old content.

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