Washington State Administrative Office of the Courts

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

August 2013
(Report Period Ending August 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
August 2013

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

Planned
Actual

Initiatives	Schedule Status		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														
12.3 Superior Court Data Exchange	▲	Planned														
		Actual														
SC-CMS RFP	✔	Planned														
		Actual											✔			
SC-CMS Implementation	●	Planned														
		Actual														
COTS Preparation Application	⊖	Planned														
		Actual								⊖						
COTS Preparation – SC-CMS Disaster Recovery	⊖	Planned														
		Actual										⊖				
ITG #045 Appellate Court Enterprise Content Management System (ECMS)	◆	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 Implementation (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Appellate Courts Enterprise Content Management System (ITG #045)
- COTS Preparation Track
- Information Networking Hub (INH)Track

Initiatives or Projects Completed

- ITG09 Add Accounting Data to the Data Warehouse Project was completed during the month of August.

Initiative or Project Status Changes

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

Staffing Changes in ISD

During the reporting period of August 1 - 31, 2013:

ISD welcomed the following new staff:

- Rick Villamil, Solution Architect, (8/16/2013).
- Jim Herrera, Clarity Administrator, (8/26/2013).

The following employees left ISD:

No employees left ISD during the month of August.

Employees transferring to the SC-CMS Project:

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

ISD Staff Recognitions

Recognitions

Kathy Bradley, Brian Stoll, and Virginia Neal were recognized for the work they did to make Chronological Sentencing Reform Act information available on the public website. The customer was very happy to see this information up on the site. Congratulations and Good Team Work!

Pam Payne was recognized for her quick response with the right process! ISD and Customer Services were working together to get a JABS bug fix into production in the middle of August. JABS was brought down at noon and the fix was put in place. When JABS was brought back up, JABS users needed to be notified. Pam stepped in and sent out the communication. Great work!

Cheryl Mills was recognized for her work on the AC-ECMS contract. Cheryl developed two agreements documenting requirements and expectations for the warranty and maintenance periods: Implementation Contract and Support Maintenance Agreement (SMA). Cheryl put a lot of effort into the initial draft which clearly defined the different roles, responsibilities, and expectations of each party and established the parameters for meeting compliance. Cheryl presented the drafts in a teleconference with the AC-ECMS vendor, ImageSoft. This set an understanding to help avoid conflicts about contract terms during contract negotiations. As contract negotiations continued, the parties were able to flag any potential conflicts based on this understanding which made final clean-up of contractual documents much easier to achieve. Kudos to you!

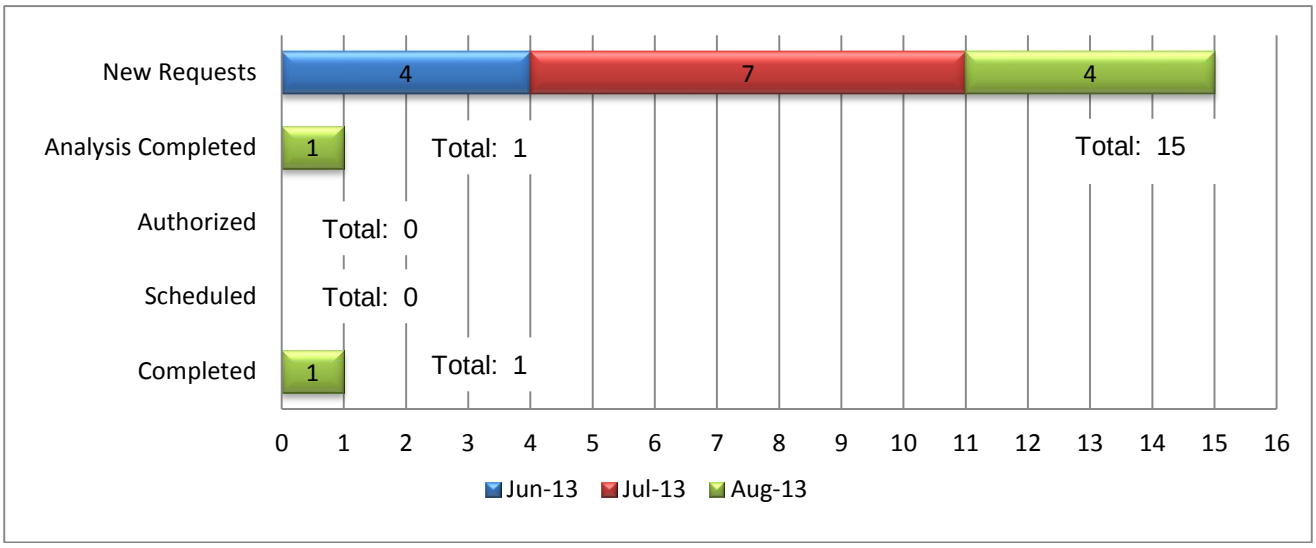
IT Governance Request Status

Completed JIS IT Requests in August 2013

One ITG request was completed in August: **ITG 9 Add Accounting Data to Data Warehouse**.

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	5	**Data Management Steering Committee**	0
Washington State Association of County Clerks	9	**Data Dissemination Committee**	1
Washington State Association of Juvenile Court Administrators	3	**Codes Committee**	3
District & Municipal Court Judges Association	5	**Administrative Office of the Courts**	6
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	11
Courts of Limited Jurisdiction	17
Multi Court Level	8

Summary of Activities August 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. • Vendor 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 work begins 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 work begins with the SC-CMS vendor.	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***
✓ Work on the EDR slowed this month due to the project business analyst and architect being assigned to work on developing an INH implementation strategy presentation for discussion with Tyler and the SC-CMS project team.	A centrally managed data repository governed by data standards and quality.
✓ Continued planning and making arrangements to conduct a proof of concept with IBM for implementation of data quality automation.	A centrally managed data repository governed by data standards and quality.
Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Continued work on documenting and developing the final set of INH services for Release 1 and made preparations to move them to UAT for QA testing.	Provides INH data exchanges that can be tested and deployed to QA.
✓ Continued work on enhancing the BizTalk orchestration component of INH. Made preparations to move the latest version of INH BizTalk components to QA and Production.	Ensures that services work as specified for the accurate exchange of data.
✓ Continued to test services previously moved to UAT and continued to resolve bug defects found in testing those services.	Provides INH data exchanges that can be tested and deployed to QA.
✓ Attended INH strategy sessions with SC CMS Project Team and the vendor (Tyler) to discuss future integration steps.	Ensures INH data exchanges work with Odyssey.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ AOC programming changes to suspend the auto generation of dockets are complete.	Discontinue the dual data entry activities (LINX and SCOMIS) for Civil and Docket Entry functions.
✓ Pierce County Courts verified the changes applied are working and meeting the data integrity needs for the docket and civil case data exchanges.	Discontinue the dual data entry activities (LINX and SCOMIS) for Civil and Docket Entry functions.
✓ AOC implemented the security changes necessary to secure a message being transmitted over the internet to the data exchange servers.	Discontinue the dual data entry activities (LINX and SCOMIS) for Civil and Docket Entry functions.

ITG #002 Superior Court - Case Management System Implementation	
Activities	***Impact/Value***
Schedule Management	
✓ Schedule reviewed and updated.	Provide up to date progress.
✓ Continue development of SC-CMS Staffing and Cost Plan.	To ensure ongoing view of project costs and resources and trend for future needs.
✓ Begin work to align AOC schedule to Tyler work plan, following Tyler phase approach.	To provide a single view of overall project progress.
✓ Began template for Financials Impact Analysis to SC-CMS project.	Identify and quantify major risks to AOC related to broadening the project scope to include the Financials package.
✓ Attended/Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
✓ Attended Tyler Technical Discussion meeting August 28 and 29.	Gain better understanding of Tyler approach.
Court Business Office	
✓ Court Business Office (CBO) – Court User Workgroup (CUWG) meeting was held on July 10-11.	Work group, as recommended from the feasibility study, will provide process guidance to the development of a baseline configuration and appropriate packages for deployment.
✓ Attended Tyler Technical Discussion meeting August 28 and 29.	Gain better understanding of Tyler approach.
Technical Team	
✓ Participated in the August Court User Workgroup meeting.	Preparation for contract start.
✓ Participated in the AOC INH design review process. Helped draft the INH presentation for Tyler.	Preparation for INH – SC-CMS Technical Meeting with Tyler on August 28 and 29.
✓ Attended/Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
✓ Co-led the INH - SC-CMS Technical Meeting with Tyler on August 28 and 29.	Discuss and understand integration with INH and Tyler.
✓ Completed the next revision of the newly named “Overloaded Field Research” process paper.	Preparation for contract start.
Organizational Change Management Team	
✓ Initiated internal review of proposed strategy and process for communicating court process changes to external impacted agencies.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of agency stakeholders.
✓ Finalized the Pilot Site Readiness Checklist scoring methodology.	Increase stakeholder awareness and buy-in by providing the opportunity to test the new case management software live in a court and clerk office.
✓ Sent Readiness Checklist to pilot site candidates.	Increase stakeholder awareness and buy-in by providing the opportunity to test the new case management software live in a court and clerk office.
✓ Conduct internal review process on the Town Hall meeting plan.	Provide external stakeholders the opportunity to increase their awareness of, and to provide feedback on, the SC-CMS project Technical and Business activities.
✓ Attended the August Court User Workgroup meeting.	Increase awareness among court and clerk stakeholders of the role of OCM on the SC-CMS project.
✓ Initiated development of the SC-CMS project’s presence on the public website.	Increase stakeholder awareness by providing accurate, relevant project information to external stakeholders.
✓ Initiated internal review of draft Early Adopter Selection plan.	Increase stakeholder buy-in by providing courts and county clerk’s offices the opportunity to take part in testing the repeatable implementation process.

Business Analyst Team	
✓ Contributed to the review of the court business processes being conducted by the Court Business Office team.	Share knowledge and understanding between team members.
✓ Worked with Court Business Office to conduct the August Court User Workgroup meeting.	As part of the AOC team that put the processes together, the Business Analysts will provide assistance when needed for clarification on what is documented in the processes. The Business Analysts will continue to assist with the processes as the future state is discussed and documented.
✓ Contact select business partners to discuss and assess impact to their systems if we change the format of the Case Number.	To help assess the true impact of case number change to all business partners.
✓ Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
✓ Participated in Tyler Technical discussion meeting August 28 and 29.	Gain better understanding of Tyler approach.
Quality Assurance Team	
✓ Worked on User Acceptance Test plan.	Preparation for contract start.
✓ Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
✓ Participated in Tyler Technical discussion meeting August 28 and 29.	Gain better understanding of Tyler approach.
Help Desk Team	
✓ Continued participating, reviewing, and working on Business Process flows for the current state	Shared knowledge and understanding between team members.
✓ Attended the August Court User Workgroup meeting.	Increase awareness among court and clerk stakeholders of the role of OCM on the SC-CMS project.
✓ Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
Project Management Team	
✓ Introduction to Tyler project team and prepare for project kickoff meetings.	Project planning.
✓ Prepare for review and acceptance of September project deliverables.	Project Control and Monitor.
✓ Participated in the Tyler Technical discussion meetings.	Project planning.
✓ Project Steering Committee Charter has been review, finalized and readied for JISC Approval.	Project planning.
✓ Pilot Court recruitment completed with ten courts submitting their applications for consideration.	Project execution.
✓ Participated in the SC-CMS Integration and Technical discussions with the Tyler Industries Team Leads.	Project planning.
✓ Attended Accounting/Financial overview meetings.	Project planning.
✓ Conducted regularly scheduled SC-CMS Project Steering Committee meetings.	These meetings continue to address issues and concerns identified by various stakeholder groups during the procurement process.

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

Activities	***Impact/Value***
✓ The project Executive Steering Committee approved final drafts of the implementation contract and statement of work.	Improve the efficiency of document management for the Appellate Courts.
✓ The recommendation to the Judicial Information Systems Committee was developed and approved by the project Executive Steering Committee.	Improve the efficiency of document management for the Appellate Courts.
✓ The implementation contract is going through final clean up.	Improve the efficiency of document management for the Appellate Courts.
✓ The maintenance agreements and license agreements with ImageSoft are being finalized.	Improve the efficiency of document management for the Appellate Courts.
✓ The escrow agreement with Hyland is still under development.	Improve the efficiency of document management for the Appellate Courts.
✓ The contract payment schedule is under development.	Improve the efficiency of document management for the Appellate Courts.
✓ Requirements analysis for changes to JIS Link and a new public documents portal has resumed. The analysis team met with John Bell and Stephanie Happold to discuss the analysis process.	Improve the efficiency of document management for the Appellate Courts.

ITG #009 Add Accounting Data to the Data Warehouse	
Activities	***Impact/Value***
✓ Project was completed.	The 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 was a multi-court level request, bringing value to both the Superior Courts and to the Courts of Limited Jurisdiction.

ITG #041 Revised CLJ Computer Records Retention and Destruction Process	
Activities	***Impact/Value***
✓ Business analysis support to developers coding functional requirements detail. Project Team confirmed Judge's Flag option deferred to iteration 2 (back office effort too great for a requirement not yet substantiated by the JISC Policy Workgroup).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Project Team developers worked on JIS current and preliminary new rules in development environment – also working to add VRV and ETP to active tables in December/January (1st iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Worked on Project Management Plan draft update to include education/training preparation, on-boarding plan, and pilot court deployment plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Worked on draft update to Communications Management Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Communicated project status (primarily schedule moving downstream two months) to Data Dissemination Administrator (DDA), Stephanie Happold. Data Dissemination Administrator reported it to the Data Dissemination Committee (DDC).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Worked with new Data Dissemination Administrator, Stephanie Happold, and Judge Wynne to provide support for the DDC Policy update being circulated to court community and professional associations.	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

COTS Preparation Application Program Track

Status Reporting on-hold until work begins with the SC-CMS vendor. **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 work begins 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:	**April - 73%** 100%

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

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

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

Milestones Planned and Accomplished

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

COTS Preparation – SC-CMS Disaster Recovery

Status Reporting on-hold until work begins with the SC-CMS vendor. **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 & 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 work begins 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 SC-CMS Disaster Recovery 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 Apparent Successful Vendor 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 August 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:

Work on the EDR was pretty much on hold in August due to the business analyst and architect being assigned to develop an INH implementation strategy presentation for discussion with Tyler and the SC-CMS project team. We expect to restart the work on the EDR in September.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: July 2011	**Planned Completion Date:** 3/8/2015
	Actual Start Date: July 2011	**Actual Completion:** TBD

Activities Completed	**Impact/Value**

✓ Work on the EDR slowed this month due to the project business analyst and architect being assigned to work on developing an INH implementation strategy presentation for discussion with Tyler and the SC-CMS project team.	A centrally managed data repository governed by data standards and quality.
✓ Continued planning and making arrangements to conduct a proof of concept with IBM for implementation of data quality automation.	A centrally managed data repository governed by data standards and quality.
Activities Planned	**Impact/Value**
° Complete final database design review to incorporate feedback from Data Design Review Team sessions.	A centrally managed data repository governed by data standards and quality.
° Complete analysis of data flows and requirements for the EDR.	Enhanced customer interfaces to improve productivity, advance decision-making capabilities and aid in access to justice.
° Continue preparing a project plan and arrange to conduct a proof of concept with IBM for implementation of data quality automation.	A centrally managed data repository governed by data standards and quality.

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	3/8/15	

Information Networking Hub (INH) Middleware Project

Reporting Period through August 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:

The INH Project Team made good progress in August developing the final INH services that we plan for Release 1 in support of the SC-CMS project. The INH Team also participated in preliminary discussions with the SC-CMS project team and the vendor (Tyler) regarding our strategy for integrating INH services with the Odyssey application. We expect to continue to engage in those discussions to ensure a successful rollout of the first SC-CMS Pilot Court and beyond.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** January 2012		**Planned Completion Date:** 12/31/2014	
	Actual Start Date: January 2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Continued work on documenting and developing the final set of INH services for Release 1 and made preparations to move them to User Acceptance Test environment for Quality Assurance testing.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.

✓ Continued work on enhancing the BizTalk orchestration component of INH. Made preparations to move the latest version of INH BizTalk components to Quality Assurance and Production environments.	Ensures that services work as specified for the accurate exchange of data.
✓ Continued to test services previously moved to User Acceptance Test environment and continued to resolve bug defects found in testing those services.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Attended INH strategy sessions with SC CMS Project Team and the vendor (Tyler) to discuss future integration steps.	Ensures INH data exchanges work with Odyssey.
Activities Planned	**Impact/Value**
° Complete development of the remaining INH services.	Ensures that services work as specified for the accurate exchange of data.
° Move latest version of INH BizTalk component to QA and Production.	Ensures that services work as specified for the accurate exchange of data.
° Move completed services into User Acceptance Test environment for final testing.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
° Continue to work with SC CMS Project Team in developing a strategy for integration of INH services with the Odyssey application.	Ensures INH data exchanges work with Odyssey.

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	12/31/14	

ITG #121 Superior Court Data Exchange

Reporting Period Through August 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:

Following the implementation of Civil Case and Docket services, Pierce County's data exchange implementation activities will be suspended indefinitely.

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:** 9/28/2013
	Actual Start Date: 1/2/2011	**Actual Completion Date:**
Schedule Increment 1	**Original Start Date:** 8/29/2011	**Original Completion Date:** 1/31/2012
	Planned Start Date: 8/29/2011	**Planned Completion Date:** 8/29/2012
	Actual Start Date: 8/29/2011	**Actual Completion Date:** 8/29/2012
Schedule Increment 2	**Original Start Date:** 1/2/2012	**Original Completion Date:** 3/30/2012
	Planned Start Date: 2/1/2012	**Planned Completion Date:** 11/16/2012
	Actual Start Date: 2/1/2012	**Actual Completion Date:**
Schedule Increment 3	**Original Start Date:** 6/12/2012	**Original Completion Date:** 11/2/2012
	Planned Start Date: 6/12/2012	**Planned Completion Date:** 12/21/2012
	Actual Start Date: 6/12/2012	**Actual Completion Date:**
Schedule Increment 4	**Original Start Date:** 6/12/2012	**Original Completion Date:** 2/8/2013
	Planned Start Date: 8/1/2012	**Planned Completion Date:** 9/28/2013
	Actual Start Date: 8/1/2012	**Actual Completion Date:**

Activities Completed	**Impact/Value**

✓ AOC programming changes to suspend the auto generation of dockets are complete.	Discontinue the dual data entry activities (LINX and SCOMIS) for Civil and Docket Entry functions.
✓ Pierce County Courts verified the changes applied are working and meeting the data integrity needs for the docket and civil case data exchanges.	Discontinue the dual data entry activities (LINX and SCOMIS) for Civil and Docket Entry functions.
✓ AOC implemented the security changes necessary to secure a message being transmitted over the internet to the data exchange servers.	Discontinue the dual data entry activities (LINX and SCOMIS) for Civil and Docket Entry functions.
Activities Planned	**Impact/Value**
° Pierce County to start utilizing Superior Court data exchanges for civil case and docket services.	Support Pierce County's state wide data requirement needs in SCOMIS.

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	9/28/13	

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

Reporting Period Through August 31, 2013

Executive Sponsor(s)	**IT Project Manager:**
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)	Maribeth Sapinoso, PMP maribeth.sapinoso@courts.wa.gov **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) Odyssey Implementation Project is intended to implement Tyler Technology, Inc. software application "Odyssey" enabling the AOC to support the business functions of state superior courts and county clerks in all 39 Superior Courts in the state. The SC CMS Odyssey solution will specifically support calendaring and caseflow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

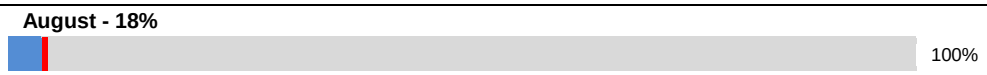
Business Benefits: The Superior Court Case Management (SC CMS) will implement Tyler Technology, Inc. software application "Odyssey", a case management system, that (1) is consistent with the business and strategic plans approved by the JISC; (2) follows the JISC guidelines and priorities for IT decision 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	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:

Progress



Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: July 25, 2013	**Planned Completion Date:** February 1, 2019
	Actual Start Date: July 25, 2013	**Actual Completion Date:** TBD

Activities Completed	**Impact/Value**
Schedule Management	
✓ Schedule reviewed and updated.	Provide up to date progress.
✓ Continue development of SC-CMS Staffing and Cost Plan.	To ensure ongoing view of project costs and resources and trend for future needs.
✓ Begin work to align AOC schedule to Tyler work plan, following Tyler phase approach.	To provide a single view of overall project progress.
✓ Began template for Financials Impact Analysis to SC-CMS project.	Identify and quantify major risks to AOC related to broadening the project scope to include the Financials package.
✓ Attended/Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.

✓ Attended Tyler Technical Discussion meeting August 28 and 29.	Gain better understanding of Tyler approach.
Court Business Office	
✓ Court Business Office (CBO) – Court User Workgroup (CUWG) meeting was held on July 10-11.	Work group, as recommended from the feasibility study, will provide process guidance to the development of a baseline configuration and appropriate packages for deployment.
✓ Attended Tyler Technical Discussion meeting August 28 and 29.	Gain better understanding of Tyler approach.
Technical Team	
✓ Participated in the August Court User Workgroup meeting.	Preparation for contract start.
✓ Participated in the AOC INH design review process. Helped draft the INH presentation for Tyler.	Preparation for INH – SC-CMS Technical Meeting with Tyler on August 28 and 29.
✓ Attended/Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
✓ Co-led the INH - SC-CMS Technical Meeting with Tyler on August 28 and 29.	Discuss and understand integration with INH and Tyler.
✓ Completed the next revision of the newly named "Overloaded Field Research" process paper.	Preparation for contract start.
Organizational Change Management Team	
✓ Initiated internal review of proposed strategy and process for communicating court process changes to external impacted agencies.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of agency stakeholders.
✓ Finalized the Pilot Site Readiness Checklist scoring methodology.	Increase stakeholder awareness and buy-in by providing the opportunity to test the new case management software live in a court and clerk's office.
✓ Sent Readiness Checklist to pilot site candidates.	Increase stakeholder awareness and buy-in by providing the opportunity to test the new case management software live in a court and clerk's office.
✓ Conduct internal review process on the Town Hall meeting plan.	Provide external stakeholders the opportunity to increase their awareness of, and to provide feedback on, the SC-CMS project Technical and Business activities.
✓ Attended the August Court User Workgroup meeting.	Increase awareness among court and clerk stakeholders of the role of Organizational Change Management on the SC-CMS project.
✓ Initiated development of the SC-CMS project's presence on the public website.	Increase stakeholder awareness by providing accurate, relevant project information to external stakeholders.
✓ Initiated internal review of draft Early Adopter Selection plan.	Increase stakeholder buy-in by providing courts and county clerk's offices the opportunity to take part in testing the repeatable implementation process.
Business Analyst Team	
✓ Contributed to the review of the court business processes being conducted by the Court Business Office team.	Share knowledge and understanding between team members.
✓ Worked with Court Business Office to conduct the August Court User Workgroup meeting.	As part of the AOC team that put the processes together, the Business Analysts will provide assistance when needed for clarification on what is documented in the processes. The Business Analysts will continue to assist with the processes as the future state is discussed and documented.
✓ Contact select business partners to discuss and assess impact to their systems if we change the format of the Case Number.	To help assess the true impact of case number change to all business partners.
✓ Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
✓ Participated in Tyler Technical discussion meeting August 28 and 29.	Gain better understanding of Tyler approach.
Quality Assurance Team	
✓ Worked on User Acceptance Test plan.	Preparation for contract start.

✓ Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
✓ Participated in Tyler Technical discussion meeting August 28 and 29.	Gain better understanding of Tyler approach.
Help Desk Team	
✓ Continued participating, reviewing, and working on Business Process flows for the current state.	Shared knowledge and understanding between team members.
✓ Attended the August Court User Workgroup meeting.	Increase awareness among court and clerk stakeholders of the role of Organizational Change Management on the SC-CMS project.
✓ Participated in Accounting/Financial overview meetings.	Acquired knowledge in the financial aspects of court business for creating process flows.
Project Management Team	
✓ Introduction to Tyler project team and prepare for project kickoff meetings.	Project planning.
✓ Prepare for review and acceptance of September project deliverables.	Project Control and Monitor.
✓ Participated in the Tyler Technical discussion meetings.	Project planning.
✓ Project Steering Committee Charter has been review, finalized and readied for JISC Approval.	Project planning.
✓ Pilot Court recruitment completed with ten courts submitting their applications for consideration.	Project execution.
✓ Participated in the SC-CMS Integration and Technical discussions with the Tyler Industries Team Leads.	Project planning.
✓ Attended Accounting/Financial overview meetings.	Project planning.
✓ Attended regular scheduled meetings to coordinate with various non-project organizations.	Interoffice coordination efforts.
✓ Attended regular scheduled internal meetings.	Project communications.
✓ Conducted regularly scheduled SC-CMS Project Steering Committee meetings.	These meetings continue to address issues and concerns identified by various stakeholder groups during the procurement process.
Activities Planned	**Impact/Value**
Schedule Management	
° Continue Schedule tracking and updating.	Keep schedule current and relevant.
° Continue detailed analysis of proposed Vendor work plan.	More meaningful information for reporting and for trend analysis.
Court Business Office	
° Attend Court User Workgroup meeting planned for September 11 – 12.	Work group, as recommended from the feasibility study, will provide process guidance to the development of a baseline configuration and appropriate packages for deployment.
° Continuing process workflow creation and documentation.	Developing the “as-is” process models provides the project team and the Court User Workgroup a starting point for developing the future state processes for the superior courts.
° Work with internal AOC groups to develop processes for communicating with impacted state agencies.	Agree on a set of processes for communicating decisions, issues and/or recommendations back to the Court User Workgroup associations, impacted state agencies, and AOC project teams.
° Drafting of meeting minutes from the last Court User Workgroup meeting is in progress.	Provide a written account of the Court User Workgroup meetings.
Technical Team	
° Continue researching overloaded fields.	Preparation for contract start.
° Begin gathering a list of batch jobs currently executing against superior court data.	Preparation for contract start.
° Participate in the September Court User Workgroup meeting.	Preparation for contract start.
Organizational Change Management Team	

° Finalize proposed strategy and process for communicating court process changes to external agencies.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
° Finalize the Pilot Site scoring criteria and Pilot Site Commitment document.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
° Send Pilot Site Readiness Checklist to candidates with signed Indication of Interest forms.	Increase stakeholder awareness and buy-in by providing the opportunity to test the new case management software live in a court and clerk's office.
° Attend September 2013 Court User Workgroup meeting.	Increase awareness of the role of Organizational Change Management on the SC-CMS project.
° Update project SharePoint and Extranet sites.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
° Conduct review of the SC-CMS public web site in development.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
° Finalize and execute Early Adopter selection plan.	Increase stakeholder buy-in by providing courts and county clerk's offices the opportunity to take part in testing the repeatable implementation process.
Business Analyst Team	
° Reviewing data quality reports regarding Superior Court data.	Our business knowledge will assist with identifying issues, or needs in current data quality issues, and for future development of the CMS for Superior Courts. The intent is to assure that data used in the new CMS is clear, concise, and useful for the business.
° Continue work on research around the case number format for the Court User Workgroup. Documenting the information from the Court User Workgroup meetings in regard to the suggestions, comments, and information gathered at the meetings.	The Court User Workgroup continues discussion at the monthly meetings, and are expected to reach out to their associations for input, and ultimately agreement on how the case number format will be configured in a new CMS.
° Participate in Monthly Court User Workgroup meeting.	Share and consume information that will help enable a successful implementation of the SC-CMS effort.
Help Desk Team	
° Continue participating in creating/reviewing process flows.	Shared knowledge and understanding between team members.
° Attend the monthly Court User Workgroup meeting.	Increase awareness among court and clerk stakeholders of the role of OCM on the SC-CMS project.
Quality Assurance Team	
° Continue testing INH.	Preparation for contract start.
Project Management Team	
° Attend regular scheduled meetings to coordinate with various non-project organizations.	Interoffice coordination efforts.
° Attend regular scheduled internal project meetings.	Inter-project communication.
° Conduct regularly scheduled SC-CMS Project Steering Committee meetings.	These meetings continue to address issues and concerns identified by various stakeholder groups during the procurement process.
° Conduct project kickoff meetings.	Project execution.
° Work with Tyler team to prepare key planning documents: the Project Management Plan and the Core Training Plan.	Project planning.
° Prepare for the review and certification of the Equipment acquisition and infrastructure build.	Project planning.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
Project Start	7/25/2013		7/25/2013
Project Finish	2/1/2019		

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

Reporting Period through August 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 ECMS 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.

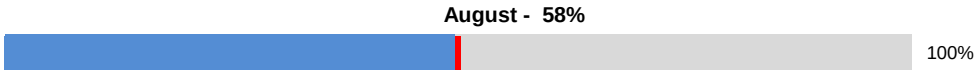
Business Drivers				
Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	☐
Maintain the business	☐	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	☐

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:** August 12, 2014
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ The project Executive Steering Committee approved final drafts of the implementation contract and statement of work.	Improve the efficiency of document management for the Appellate Courts.
✓ The recommendation to the Judicial Information Systems Committee was developed and approved by the project Executive Steering Committee.	Improve the efficiency of document management for the Appellate Courts.
✓ The implementation contract is going through final clean up.	Improve the efficiency of document management for the Appellate Courts.

✓ The maintenance agreements and license agreements with ImageSoft are being finalized.	Improve the efficiency of document management for the Appellate Courts.
✓ The escrow agreement with Hyland is still under development.	Improve the efficiency of document management for the Appellate Courts.
✓ The contract payment schedule is under development.	Improve the efficiency of document management for the Appellate Courts.
✓ Requirements analysis for changes to JIS Link and a new public documents portal has resumed. The analysis team met with John Bell and Stephanie Happold to discuss the analysis process.	Improve the efficiency of document management for the Appellate Courts.
Activities Planned	**Impact/Value**
° Pursue approval for signing the contract from the Judicial Information Systems Committee.	Improve the efficiency of document management for the Appellate Courts.
° Prepare for the project kickoff in October.	Improve the efficiency of document management for the Appellate Courts.
° Continue requirements analysis for changes to JIS Link and a new public documents portal.	Improve the efficiency of document management for the Appellate 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	8/12/14	

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through August 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 is currently working through Development. This is comprised of three components: (1) Case selection; (2) Destruction criteria; and (3) the updated Destruction of Records Report (this is very complex). First pass of code was written as of the first week of August.

Progress to date is that the code has been submitted for Code Review (limited staff to review; this could take three weeks).

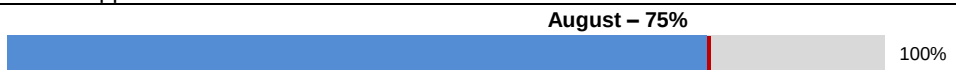
The entire code set will be placed in the Quality Assurance Test environment for complete and thorough system testing.

The project continues to assist with project information as needed to aid the JISC, JISC Work Group or DDC in any outreach efforts to stakeholder groups in distributing the updated Data Dissemination Committee (DDC) policy draft or efforts to refine the proposed changes.

To date, the DDC retained the option for Judges to flag a case for extended retention beyond any automated rule, as necessary. Project Team confirmed Judge's Flag option will be deferred to iteration 2 (back office effort too great for a requirement not yet substantiated by the JISC Policy Workgroup).

Any alterations to the policy are referred directly to the JISC Workgroup for deliberations (workgroup formed July 19). These activities are being handled by Stephanie Happold.

Progress :



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**

✓ August 1-31: Business analysis support to developers coding functional requirements detail. Project Team confirmed Judge's Flag option deferred to iteration 2 (back office effort too great for a requirement not yet substantiated by the JISC Policy Workgroup).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ August 1-31: Project Team developers worked on JIS current and preliminary new rules in development environment – also working to add VRV and ETP to active tables in December/January (1st iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ August 1-31: Worked on Project Management Plan draft update to include education/training preparation, on-boarding plan, and pilot court deployment plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ August 1-31: Worked on draft update to Communications Management Plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ August 1 – 31: Communicated project status (primarily schedule moving downstream two months) to Data Dissemination Administrator, Stephanie Happold. DDA reported it to DDC.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Work with new Data Dissemination Administrator, Stephanie Happold, and Judge Wynne to provide support for the DDC Policy update being circulated to court community and professional associations.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Sept 1 – 30: Work with new Data Dissemination Administrator, Stephanie Happold, and Judge Wynne to provide support for the DDC Policy update.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Sept 1 – 30: Business analysis support to developers coding functional requirements detail. Project Team confirmed Judge's Flag option already in the requirements – set to turn on/off as needed.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Sept 1 – 30: Project Team developers provide support during Legacy Team code review process. Code developed is to apply current and preliminary new rules – add VRV and ETP to active tables in December (1st iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Sept 9 – 13: Schedule November Steering Committee meeting on project next steps and pilot court strategy approval/court selection (if approved by Steering Committee).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

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 August 31, 2013

Includes: Governance, IT Portfolio, Clarity support, Enterprise Security Planning, 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	
✓ Prepared presentation for ISD Leadership strategic planning session.	Provided management with a view of workload and resource utilization. The information will be used as input for project and resource planning for the next 1 to 2 years.
✓ Coordinated IT Governance (ITG) requests through the ITG process – see August IT Governance Status Report.	The IT Governance process provides visibility and transparency of IT investments throughout the court community.
✓ Produced monthly Governance and Portfolio reports.	The IT Governance and Portfolio Management processes provide visibility and transparency of IT investments throughout the court community.
✓ Provided oversight of a pilot test of the new approach for conducting ITG analysis.	Improve the quality of the proposed solutions of ITG requests and improve the accuracy of the sizing estimates.
✓ Provided Clarity technical support.	Ensure the Clarity application and information is available to ISD staff and managers for time tracking, resource management, project management and portfolio management.
Release/Change Management	
✓ Announced completion of AOC Release Calendar on 02JUL13.	Provide Leadership Team & Stakeholders visibility on ISD Software Releases in the Production Environment.
Security	
✓ Continued participation in security planning meetings	Bolster support of ongoing Security Enhancement efforts. Augment AOC Security Team with participation of additional subject matter expertise.
✓ Continued to assist in providing subject matter in support of Security Request for Qualifications and Quotations (RFQQ) process.	Develop Security Request for Qualifications and Quotations encompassing baseline of technical details which align with AOC's short term and strategic goals for IT Security.
Organizational Change Management	
✓ Continued to refine ISD Organizational Change Management (OCM) procedures and templates to accompany OCM policy.	Provides guidance to ISD employees to define organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
✓ Began processing proposed policies in the ISD Policy Review/Development meetings.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
✓ Continued participating in the AOC Respectful Workplace Workgroup.	Develop rules to define how AOC staff interacts with each other.
✓ Continued Organizational Change Management (OCM) and communication work with projects and process improvement efforts.	Ensure strategies and actions are planned to manage the people side of change.
✓ Facilitated ISD Leadership Team strategic planning session August 19th.	Contributes to ISD Strategic and Tactical planning.
Resource Coordinator	
✓ Met with manager to update the project schedule for the Add Accounting Data to the Data Warehouse project.	Allows for effective management of staff resources by following the coordinating project resource assignments process that was developed by ISD management, project management and Policy and Planning.

✓ Attended weekly meetings to discuss status updates for the Natural, CICS and WebSphere Infrastructure upgrade projects.	Allows for effective management of staff resources by following the coordinating project resource assignments process that was developed by ISD management, project management and Policy and Planning.
✓ Met with SC-CMS Project Scheduler to update and correct discrepancies with SC-CMS FTE's, vacant positions and position titles/roles. Made the necessary changes in Clarity.	Allows for effective management of staff resources by following the coordinating project resource assignments process that was developed by ISD management, project management and Policy and Planning.
✓ Clarity Team met with PM to discuss possible technical issues with migration between MS Project and Clarity	Allows for effective management of staff resources by following the coordinating project resource assignments process that was developed by ISD management, project management and Policy and Planning.
✓ Compare allocations to actual hours worked and remaining work.	Discover, report, and correct discrepancies in Clarity to maintain accurate resourcing information.
✓ Compare weekly planners out of office information to Outlook calendars to determine if staff are reporting out of office time on their Clarity Calendar	Discover, report, and correct discrepancies in Clarity to maintain accurate resourcing information.
Business Liaison	
✓ Facilitated cross-unit meetings to resolve the ACORDS slowness issue. ISD Infrastructure brought in IBM WebSphere specialist to review and analyze problem.	Creates AOC awareness of the problem so it can be escalated and resolved. Also keeps ACORDS users informed of the status of the problem and steps being taken to resolve it.
✓ Continued participation in ECMS project meetings; attend ECMS Executive Steering Committee meetings.	Delivers a product that will meet the Court of Appeal's business needs.
✓ Received training on the RightNow incident ticket system; went into the system and documented ACORDS metrics.	Provides historical and recent ACORDS ticket metrics; analysis of metrics indicates areas for potential process improvements in the management of system issues.
✓ 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 and IT Governance requests.	Direct customer input on IT projects helps ensure a successful project outcome.
✓ Did preparation for September JISC meeting.	Thorough preparation for JISC meetings enables AOC staff to be better prepared and address emerging issues before each meeting. Addressing questions ensures that committee members are fully informed.
✓ Provided information on ISD projects and activities to District and Municipal Court Judges' Association, District and Municipal Court Management Association, Misdemeanant Corrections Association 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.
✓ Worked with Superior Court Case Management System (SC-CMS) project team, SC-CMS Management Advisory team, RFP Steering Committee and Court Business Office (CBO) to further the SC-CMS efforts.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ Worked with the Organizational Change Management (OCM) team on communications and talking points for the SC-CMS project.	Helping to provide a consistent message around the SC-CMS project to both internal and external stakeholders will help support the success of the project.
✓ Provided updates and reports to Superior Court Judges Association (SCJA), Association of Washington State Court Administrators (AWSCA), Washington Association of County Clerks (WACC), and Washington Association of Juvenile Court Administrators (WAJCA) on IT activities relating to the superior courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
✓ Worked in collaboration with other AOC staff and customer stakeholders on ITG requests.	ITG requests provide customers the ability to tell AOC what is important to them and in what priority IT projects should be worked on.
Activities Planned	**Impact/Value**
Portfolio Coordinator/Service Delivery	
° Prepare additional information for ISD Leadership planning session in September.	Detailed resource capacity information will provide management with information to better allocate resources to accomplish current and future work.

° Document the end-to-end process from the initiation of an ITG request through project management and closure.	Understand current process and obstacles to use as a basis for improving the throughput of ITG requests and the delivery of IT products and services.
Security	
° Continued participation in security planning meetings	Bolster support of ongoing Security Enhancement efforts. Augment AOC Security Team with participation of additional subject matter expertise.
° Continue to assist in providing subject matter in support of Security vendor on-site.	Develop Security Request for Qualifications and Quotations encompassing baseline of technical details which align with AOC's short term and strategic goals for IT Security.
° Continued participation in Security Team weekly meetings.	Support ISD Associate Director and ISD Operations Manager in Security Enhancement efforts.
Release/Change Management	
° Continued participation in System Availability Meetings.	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
° Develop Release Calendar support documentation.	Provide framework & procedure for supporting the Release Calendar.
° Continue development of automated Release Notes Process.	Increased efficiency & reduced process time in support of Software Release Notes for external customer consumption.
° Software Development Life Cycle 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.
° 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.
° Coordinate with WA State Enterprise LEAN Consultant.	Explore LEAN Processes to support AOC initiatives for process improvement.
Organizational Change Management	
° Continue to refine ISD Organizational Change Management (OCM) procedures and templates to accompany OCM policy.	Provides guidance to ISD employees to define organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
° Continue supporting the ISD policy review and development process and meetings.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
° Continue participating in the AOC Respectful Workplace Workgroup.	Develop rules to define how AOC staff interacts with each other.
° Continue Organizational Change Management (OCM) and communication work with projects and process improvement efforts.	Ensure strategies and actions are planned to manage the people side of change.
° Facilitate ISD Leadership Team strategic planning sessions September.	Contributes to ISD Strategic and Tactical planning.
Resource Coordinator	
° Provide Resource Management overview to the CIO, Infrastructure Manager, SC-CMS Manager and Operations Manager.	Communicate the benefits of a successfully implemented resource management process to the CIO and Functional Managers and discuss management's expectations.
° Conduct ongoing resource management activities.	Allows for effective management of staff resources by following the coordinating project resource assignments process that was developed by ISD management, project management and Policy and Planning.
° Develop and update Clarity documentation.	Provides reference and training material for staff and for succession planning.
° Draft a Resource Management Policy (pending leadership's expectations).	Provides guidance to ISD employees to define resource management according to Leadership Team's expectations.
° Gather information; develop reports/graphs for the Strategy Planning - Resource by name session.	Management resource planning session to determine resource capacity and to plan work for the next one to two years.
Business Liaison	
° Continued involvement with resolving the ACORDS slowness issue; communicate status to the Clerks as new information is available.	Keeps the COAs and Supreme Court informed of the progress in resolving the ACORDS slowness issue.
° Continued participation on AC-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.

° 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 Courts of Limited Jurisdiction (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.
° Staff Superior Court IT Governance Groups.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
° Distribute communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
° Attend SC-CMS Project Steering Committee Meetings.	Provide support for committee to effectively carry out their decision processes for the SC-CMS project.
° Participate in Tyler Technologies kickoff meetings for the SC-CMS project.	Provide support for project and continued communications to help customers with the preparation and implementation of the new SC-CMS.
° Work with stakeholder associations to get concerns addressed on SC-CMS project.	Ensuring that messages from stakeholder groups are brought to the project team to help keep stakeholders and project team informed, improving credibility and trust.
° Provided updates and reports to associations on IT activities relating to superior courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
° Participate in projects and programs as a customer liaison, providing a customer perspective.	Ensuring that the customer perspective is considered and heard on customer impacting projects is essential to delivering a solution that meets the needs of our customers.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through August 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
✓ Enterprise architecture perspective was provided to the JIS Codes Committee and staff in preparation for, and during, their monthly meeting. In August, a CLJ request for reactivation of finding codes eliminated in 1994 was sent for additional scrutiny, given potential unintended impacts to DUI Sentencing and Disposition Reports. In addition, several codes were reviewed and decided.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ In August, the Court User Work Group made additional progress on the "as-is" business process models and the SC-CMS business glossary. The group also reviewed and endorsed SC-CMS Requirements Change Request 001: Docket Entry Identification.	The Court User 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 (SC-CMS).
✓ SC-CMS Pilot Rollout Technical Options: Enterprise recommendations were presented to ISD Leadership, and feedback was incorporated. These framed a discussion with Tyler on August 28-29, out of which transition programs will be determined and advanced.	A technical approach that directly serves a successful SC-CMS pilot, but which is mindful of the broader enterprise landscape, will best position AOC and the courts for the application transitions and the necessary integration of the next several years.
✓ Solution Architect On-Boarding: Reviewed Enterprise Architecture documentation, including but not limited to Future State Architecture. Attended Tyler meeting conducted to prepare for Odyssey implementation work.	Knowledge building is central to efficient on-boarding of new solution architect staff.
Activities Planned	**Business Value**
° The Court User Workgroup (CUWG) will next meet on September 11-12.	The Court User 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 (SC-CMS).
° SC-CMS Pilot Rollout Technical Options: Insights gained from the August 28-29 meeting with Tyler will be reviewed and additional analysis undertaken to advance programs for a successful enterprise transition.	A technical approach that directly serves a successful SC-CMS pilot, but which is mindful of the broader enterprise landscape, will best position AOC and the courts for the application transitions and the necessary integration of the next several years.
° ITG Requests: A large number have been endorsed recently. Thirteen are in the analysis pipeline.	The Information Technology Governance (ITG) Process provides a framework by which IT investment decisions are made, communicated, and overseen. ITG provides a partnership between IT and the court community. This process is designed to promote transparency, inclusiveness, a holistic view of business problems, and a consistent set of rules.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through August 31, 2013

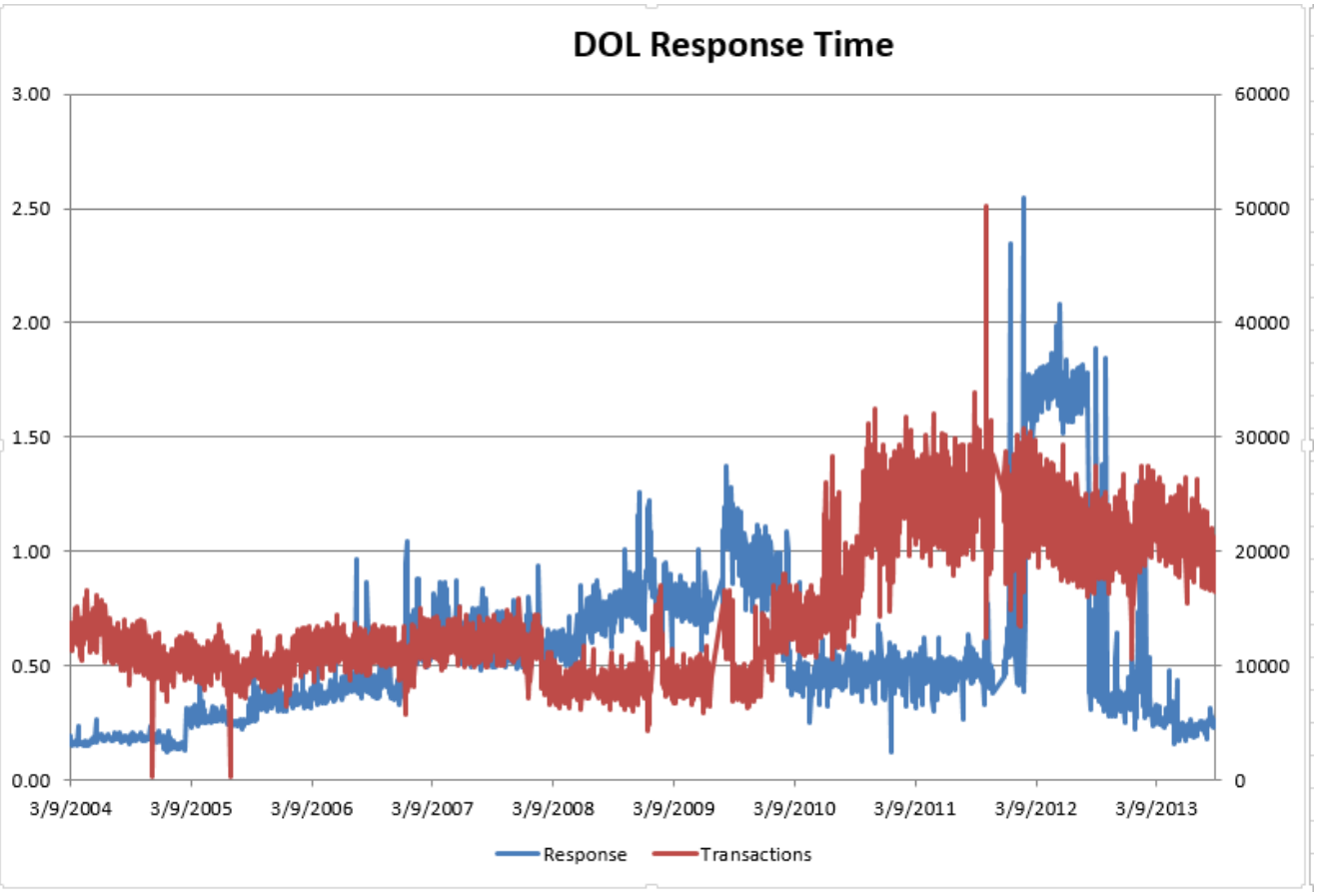
Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit

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 which is occurring on September 13-14, 2013.	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. ZEBB 3.5 which is our automated job scheduler and restart tool.	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 CICS/TS 5.1, which is the application server for SCOMIS and DISCIS, so we can migrate to production.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Encrypting the hard drives on all AOC laptops has started. Over 80 have been completed this month.	Reduces the security risk if AOC laptops come into the wrong hands.
✓ Waiting for testing of WebSphere 8.5 which is the application server used by ACORDS, CAPS, and JABS.	Maintaining current and supported software levels ensures users are able to continue to work.

Various reports:

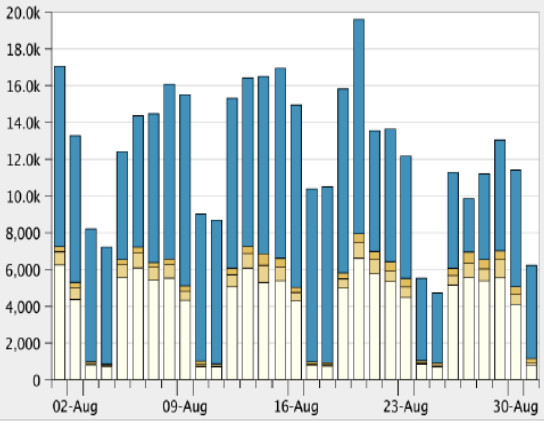
DOL Transactions and Response Times:



During the last 30 days, Spam Filtering prevented 261,762 e-mails from entering the system. Only 123,490 (32%) were valid e-mails. The charts below are generated by IronPort.

01 Aug 2013 00:00 to 31 Aug 2013 23:59 (GMT -07:00) — **Data in time range: 100.0 % complete**

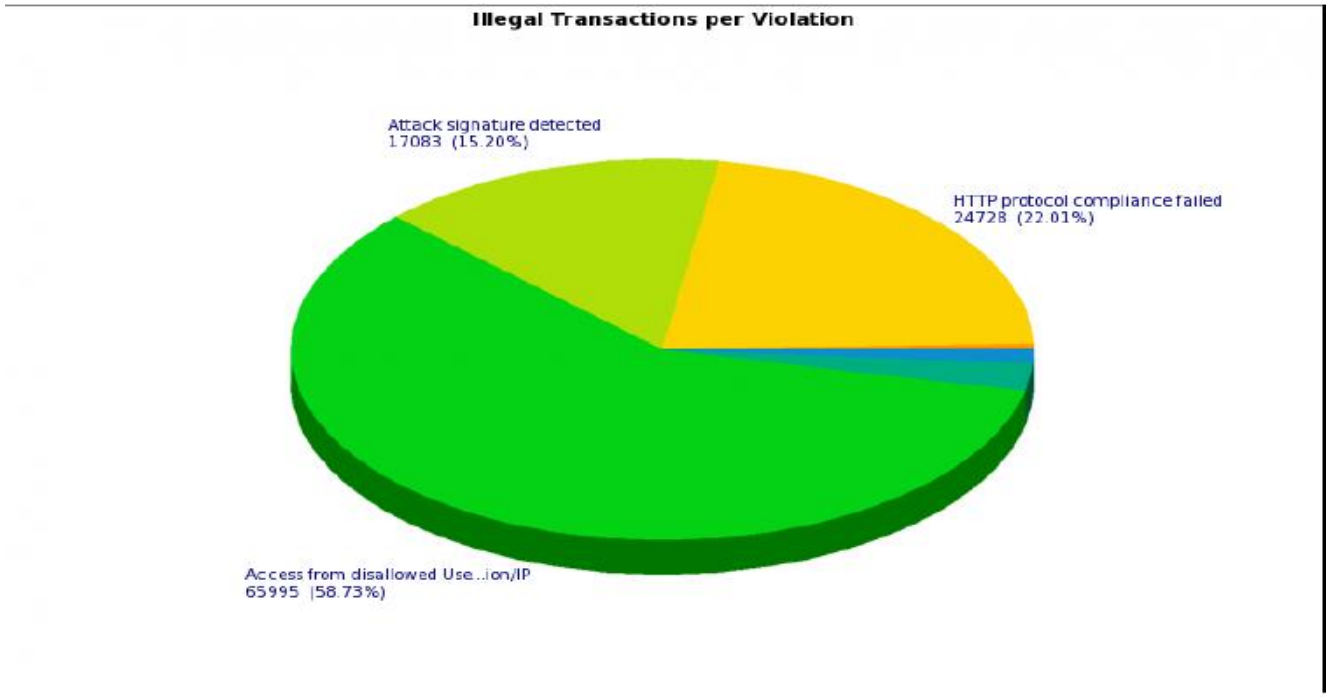
Incoming Mail Graph



Incoming Mail Summary

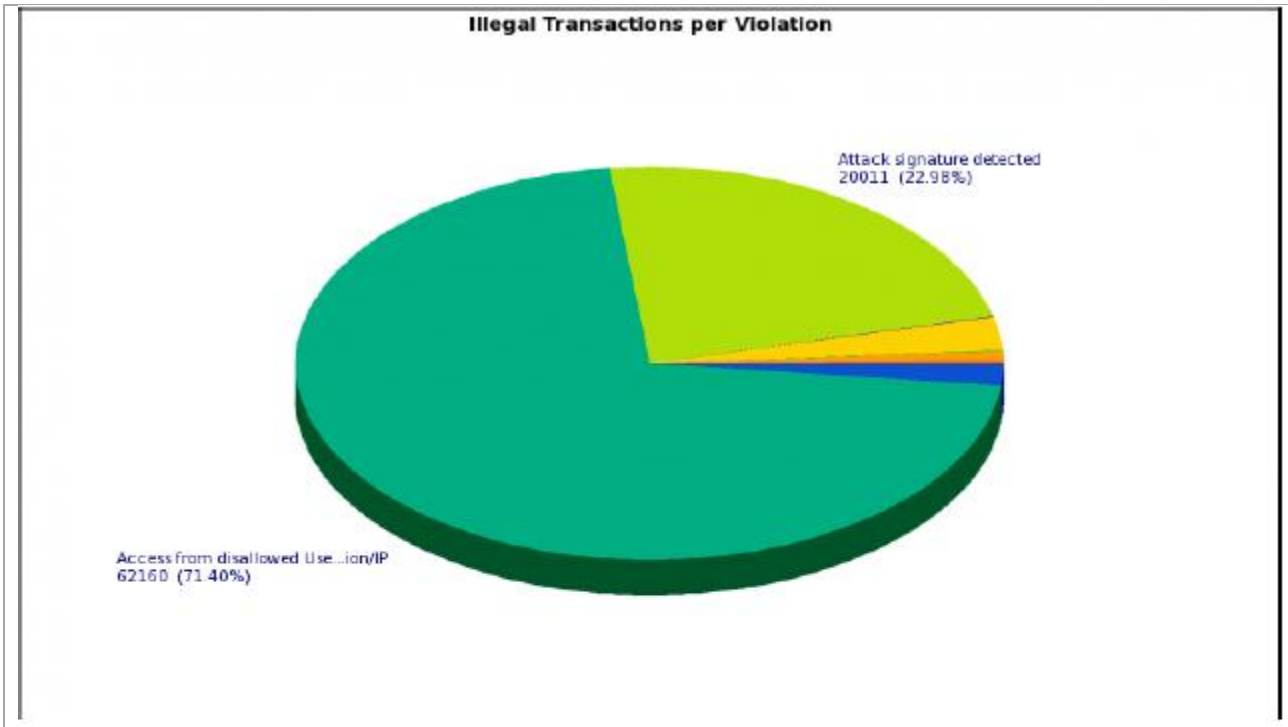
Message Category	%	Messages
Stopped by Reputation Filtering	61.2%	235,781
Stopped as Invalid Recipients	0.0%	12
Spam Detected	2.6%	9,978
Virus Detected	0.0%	6
Stopped by Content Filter	4.1%	15,985
Total Threat Messages:	**67.9%**	**261,762**
Clean Messages	32.1%	123,490
Total Attempted Messages:		**385,252**

Web Access Firewall installed and operational. Blocking illegal traffic. The charts below are generated by F5.



Viewing statistics from 07/29/13 20:01 to 08/28/13 20:01

Violation	Illegal Transactions
Data Guard: Information leakage detected	196
Evasion technique detected	393
Failed to convert character	20
HTTP protocol compliance failed	24728
Attack signature detected	17083
Access from disallowed User/Session/IP	65995
Cookie not RFC-compliant	3
Modified ASM cookie	2672
Illegal HTTP status in response	1274

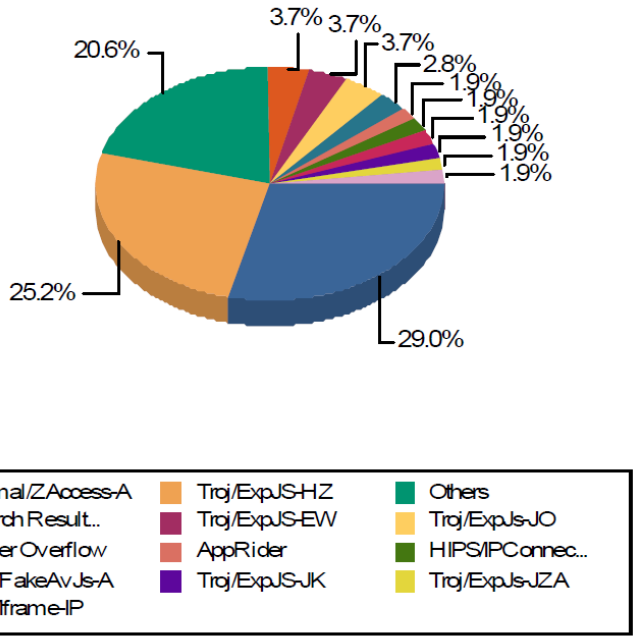


Viewing statistics from 06/29/13 20:01 to 07/29/13 20:01

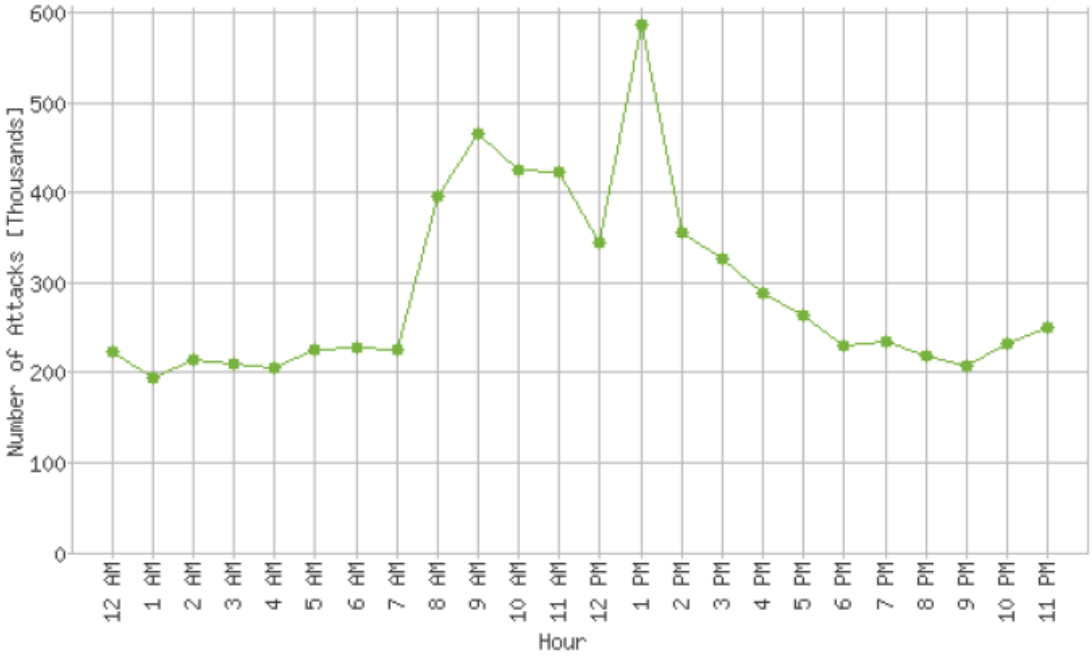
Violation	Illegal Transactions
Data Guard: Information leakage detected	223
Evasion technique detected	649
Failed to convert character	48
HTTP protocol compliance failed	2365
Illegal cookie length	51
Illegal method	1
Attack signature detected	20011
Access from disallowed User/Session/IP	62160
Cookie not RFC-compliant	9
Illegal HTTP status in response	1546

SECURITY REPORT

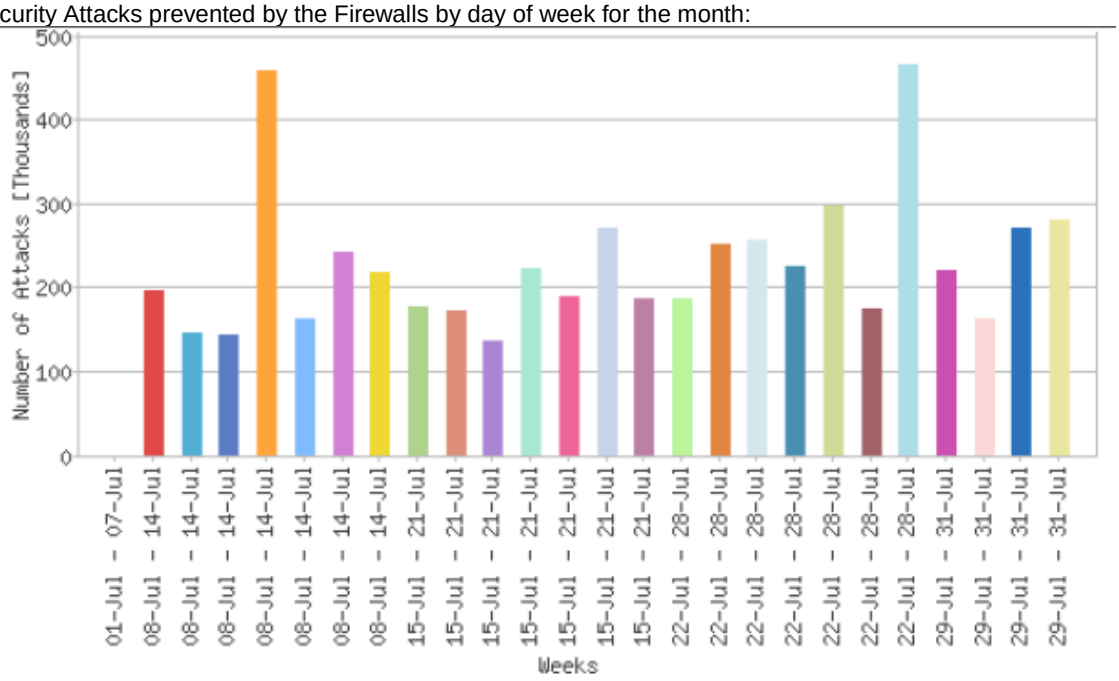
Virus's prevented by AOC filters



Security Attacks prevented by the Firewall by Hour of the Day. This chart is generated by Checkpoint.



Security Attacks prevented by the Firewalls by day of week for the month:



Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through August31, 2013

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

Description: *The Data & Development Section is comprised of three 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 and testing for Timepay.	Provide data requirements.
✓ Analysis for Timepay report.	Provide data requirements.
✓ Caseload Changes.	Provide data requirements.
✓ Completed 13 New report or enhancement request.	Provided BOXI solution.
✓ Completed 38 new or updated user requests.	Provided BOXI solution.
✓ SC-CMS Review.	Provide input to the vender for Data warehouse needs.
✓ Modified the fct_case table for the new THC (drug test result) columns.	Provide data requirements for legislature changes.
✓ Updated jobs used to load revenue. The new BARS codes caused problems with the ETL.	Provide data requirements for legislature changes.
✓ Switched the ADDS queries to the new biennium and changed the target to a secure ftp on the mainframe.	Changed for security.
✓ Completed 1 Eservice Request for Legislation.	Provided BOXI solution.
✓ Completed 15 Eservice Request for Data Dissemination.	Provided BOXI solution.
Data Exchange/Development Unit	
✓ Supported QA testing effort for INH services.	Help with completing the QA testing of the first and second releases of INH services.
✓ Continue development for the third set of INH services for QA testing.	Helps to complete the development of rest of the planned INH services.
✓ Continue to triage INH service 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.

✓ Collaborate and coordinate with Pierce County on their requested change to implement secure transport of their messages into AOC.	Provide the necessary infrastructure for message transport using secure encryption for Pierce County's messages.
✓ Collaborated with the Legacy team to deploy into Production "Stopping Automatic Docket entry" fix or Pierce County.	Resolved the needs of Pierce County to go live in Production as part of the SCDX project.
✓ Started dialogue with King County for them to consume some of the SCDX GET services.	Helps King County to automate some of the database querying process.
Data Quality and Governance	
✓ Perform database design reviews.	Change management of data designs. Review 10 requests supporting Accounting Data in the Data Warehouse (ITG09) and INH Services.
✓ Support Foreign Key Analysis Project.	Analyze and document 3 issues related to validation rule and data dictionary inconsistencies that need deeper analysis and/or cleanup.
✓ Testing and rollout planning for version 9.5 of ER/Studio.	Support for DB2 version 10 and SQL Server 2012 constructs in data designs.
✓ Data Quality Program Charter drafted.	Provides the milestones necessary to implement the Data Quality Program.
✓ Research and analyze data related issues.	Documented additional issues related to referential integrity, validation rules, bad data and missing values that need deeper analysis and/or cleanup.
Activities Planned	**Impact/Value**
Data Warehouse Unit	
° Test and release data for Time Pay report.	Provide business requirements.
° Release updates to universe for report changes.	Provide data for requested reports.
° Accounting DW Project Close out.	Provide lessons learned.
° Universe redesign for user access.	Begin working on universe for users to create their own reports.
Data Exchange/Development Unit	
° Continue to support QA testing for INH services.	Help with completing the QA testing of the deployed INH services.
° Continue to triage defects for INH services from QA testing.	Help with completing the QA testing of the deployed INH services.
° Deploy the next INH Build with the rest of the Get services to QA.	Help with completing the development effort of INH web services.
° 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 September.
° Continue to work with infrastructure to set-up a secure Production environment at AOC's end-point for Pierce County's messages.	Meet the needs of Pierce County for secure encryption of their messages in Production.
° 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 the remaining INH services.	Facilitate development of INH Web service for the Get services.
Data Quality and Governance	
° Support Database Design Review requests.	Change Management of database designs.
° Data Profiling for Foreign Key Analysis Project. Continue researching available resources for mapping metadata to data elements as related to Data Quality Assessment activity prioritization and progress tracking.	Research and Analysis of data related issues.
° Testing and rollout planning for version 9.5 of ER/Studio.	Support for DB2 version 10 and SQL Server 2012 constructs in data designs.

° Engage with INH-SC-CMS 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.
° Foreign Key Analysis Project developed to focus specifically on INH Services between INH and SC-CMS.	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).
° In-depth research and analysis for data related issues identified from data profiling assessment.	Documented additional issues related to referential integrity, validation rules, bad data and missing values that need deeper analysis and/or cleanup.

Operational Area: Operations

Mike Keeling, Operations Manager

Through August 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
✓ Completed testing of JCS version 2.53.	Version 2.53 increments the minimum Internet Explorer version supported from 5.5 to 7, makes security fixes to the reports, letters and forms, and juvenile image functionality, and continues to apply code optimization to make the application more maintainable long-term. Releases September 3, 2013.
✓ Completed development of JCS version 2.54.	Version 2.54 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
✓ SharePoint 2010 design approved.	Migration to SharePoint 2010 can begin.
✓ DX – Created a dedicated host for sending VRV messages to mainframe to resolve a performance issue.	Ensure the normal operation of VRV solution under ever-increasing traffic load.
✓ DX – Participated in the work to apply IP restrictions to AOC SSO service.	Ensure the security of AOC INH SSO service (part of SCDX and INH project).
✓ DX – Participated in the work to apply SSL for Pierce County's connection to SCDX service.	Per Pierce County's Request.
✓ Web - Changes to the Law Library Site.	The redesigned Law Library site was released on schedule and provides public clients an updated look and feel, easier navigation, and more content.
✓ Web - Resolve ColdFusion 10 and Web service Issues.	The problem with ColdFusion 10 consuming and registering webs services has been resolved. Adobe provided a hot fix that corrected both problems.
✓ Web – State and Local Court Rule Changes.	The yearly update to State and Local Court Rules was completed on schedule. Significant changes are made to court rules and all take effect on Sept. 1 of each year.
✓ Web - CJE Changes for Judges.	Improvements to the Continuing Judicial Education pages make it easier for judges to determine if they are compliant with continuing education requirements.
✓ Legacy Maintenance - Remove LEA (ORI) edit from FTA sent to DOL	DOL no longer uses the LEA ORI number when processing the FTA and adjudication notices. That allowed AOC to remove the edit in the FTA process. FTA or adjudication notices are now sent to DOL regardless of the existence of an ORI number in the LEA record associated with the case. These cases will no longer appear on the FTA exception reports.
✓ Legacy Maintenance - Change functionality of new Cost Fee Codes WCF and ACS.	Cost Fee Codes WCP and ACS were made available for use on the Receipt Miscellaneous Payment (**MSP)** and Check Register **(CKR)** screens. A request was subsequently received to allow the codes to be used on the Create Accounts Receivable (CAR) screen. The codes may now be used on the **CAR** screen.
✓ Legacy Maintenance - Civil Case Filing Update screen problems when processing an active order.	Civil Case Filing screen will check for specific cause codes that should not receive the error message if an active order is found on the case.
✓ Legacy Maintenance - Trust Account Summary Report failed when bond total was greater than 9,999,999.99.	Increased total fields so Trust Account Summary Report would complete successfully.
✓ Java – Release eTrip v 3.5 with 4 bug fixes.	Maintain application as usage patterns and environment changes.
✓ Java – Release JABS v5.7 and 5.7.1 with 3 bug fixes and 1 enhancement.	Improve performance of application as usage continues to increase. Correct newly discovered problems. Close security gaps.
✓ Java – Work on WebSphere upgrade project (ITG 158).	Improve application performance, security and maintainability.

✓ Java – Complete development work on ACORDS v73.3 and release to Test.	Improve application performance and respond to customer request.
✓ Java – Complete development work on WSP Disposition Sender v2.6 and release to Test.	Legislatively mandated change.
Activities Planned	**Impact/Value**
° Begin testing of ASRA version 1.05.	Version 1.05 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
° Begin testing of JCS version 2.54.	Version 2.54 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
° Release JCS version 2.53.	Version 2.53 increments the minimum Internet Explorer version supported from 5.5 to 7, makes security fixes to the reports, letters and forms, and juvenile image functionality, and continues to apply code optimization to make the application more maintainable long-term. Releases September 3, 2013.
° Complete SharePoint 2010 training materials.	Provide video tutorials and one-on-one training for SharePoint 2010.
° Start SharePoint 2007-2010 migration.	Consolidate servers, and start using enhanced 2010 features.
° DX – VRV On-boarding of Lake Forest Park, SeaTac, Kent municipal courts.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
° Web – New TOJ Employee Site.	Creation of a new sub site on Inside Courts will provide a repository for information specific to staff at the Temple of Justice, and make it easier for them to find/access the information when they are both in and out of the office.
° Web -Continued Security Improvements.	Web Application Firewall Configurations. Continue with Synchronization publishing to prevent illicit file creation and eliminate FTP (Inside Courts and WWW). Continued migration to Secure File Transfer services (90% complete). Further code revisions to eliminate vulnerabilities. Cleaning up old/redundant content. Migrating COA2 site to SSL.
° Web –Sub-site Publishing Framework and Template.	Continue working on a template and utilities to support committees and court related entities to publish 'sub-sites' on the courts site via a standard method and common design.
° Web – Minority and Justice Commission Site Updates.	This effort will update the existing Minority and Justice Commissions sub-site, providing an updated look and feel, and clearer, more concise information architecture to the Commission's site.
° Web - Cold Fusion 10 Upgrade.	ColdFusion 10 is more secure platform offering upgraded features. All web servers need to be on the same platform.
° Legacy Maintenance - Natural/CICS upgrade setup	Test Natural/CICS upgrade.
° Legacy Maintenance - RN support.	Continue support of RN incidents.
° Legacy Maintenance - CQ fixes.	Work on CQ problems in JIS/SCOMIS.
° Legacy Maintenance - Batch abends due to security update.	Continue to support Court submitted batch failures caused by security upgrades.
° Legacy Maintenance - SCDX SCOMIS support/changes to existing system.	SCOMIS docket change to support SCDX.
° Legacy Maintenance - ITG 58/37/50 Plain Paper Warrant.	Support QA testing.
° Legacy Maintenance - ITG 41.	Continue development.
° Java – Work on WebSphere upgrade project (ITG 158).	Improve application performance, security and maintainability.
° Java – Release ACORDSs v73.3 to Production.	Improve application performance and respond to customer request.
° Java – Release WSP Disposition Sender v2.6 to Production.	Legislatively mandated change.

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