Washington State Administrative Office of the Courts

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

July 2013
(Report Period Ending July 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
July 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														
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 RFP (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Add Accounting Data to the Data Warehouse (ITG #009)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Appellate Courts Enterprise Content Management System (ITG #045)
- COTS Preparation Track
- Information Networking Hub (INH)Track

Initiatives or Projects Completed

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

Initiative or Project Status Changes

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

Staffing Changes in ISD

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

ISD welcomed the following new staff:

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

The following employees left ISD:

- Jim Herrera, ISD Clarity Administrator, (6/30/2013).
- Cindy Palko, Project Manager, (7/31/2013).
- Barb Nesbitt, COBOL Programmer, (7/31/2013).
- Keith Curry, Project Manager, (7/12/2013).

Employees transferring to the SC-CMS Project:

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

ISD Staff Recognitions

Recognitions

The ITG 41 Project (CLJ Revised Computer Records Retention and Destruction Process) achieved a major project milestone in June. The first stage of the project was to restore Courts of Limited Jurisdiction (CLJ) court cases from archive tapes to the active tables. This work was conducted mostly after hours (between 5 a.m. - 8 a.m., from 5 p.m. – midnight and involving several Saturdays). Seven million active cases were restored in just 100 days. The work began March 4, 2013. Special thanks go to Jay Kovuri, Ravi Somasundaram, Maria Bartz, Michael Sebastian, and Michael Gilbreath for their many, many hours of work. Additional thanks and kudos go to the Data Warehouse, Infrastructure and Database groups for their patience and assistance in loading the data to the active tables. The Project Team is also very grateful to the Applications Legacy Group members, who are now patiently working through some of the impacts to cases that resulted from restoring the archive cases. Thanks to everyone who participated in this effort. Their professionalism and willingness to go the extra mile to achieve this milestone really put the project ahead of the curve!

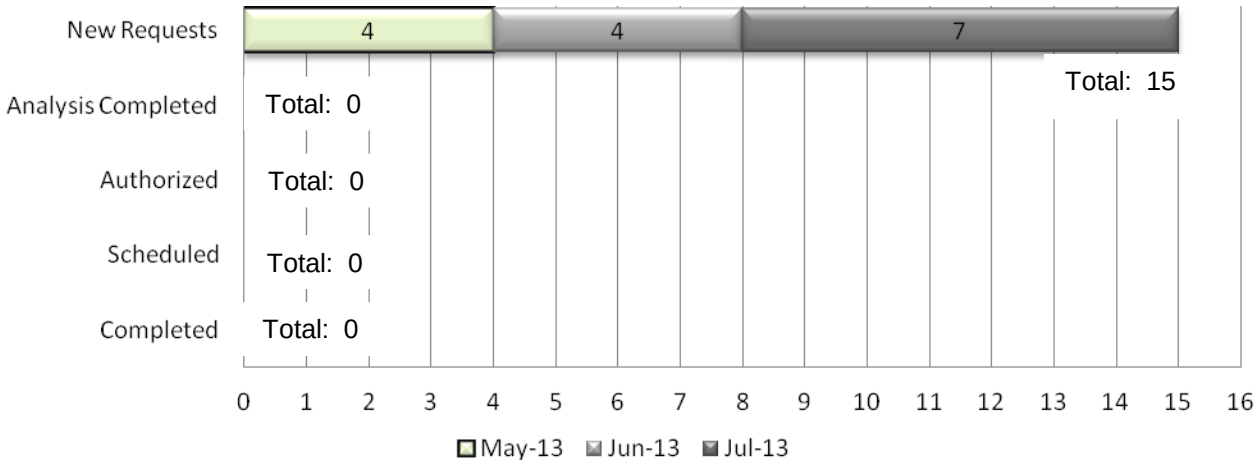
IT Governance Request Status

Completed JIS IT Requests in July 2013

No requests were completed during the month of July.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	24
Superior Court Judges Association	4	**Data Management Steering Committee**	1
Washington State Association of County Clerks	9	**Data Dissemination Committee**	1
Washington State Association of Juvenile Court Administrators	3	**Codes Committee**	2
District & Municipal Court Judges Association	4	**Administrative Office of the Courts**	6
Misdemeanant Corrections Association	1		

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

Summary of Activities July 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***
✓ Continued work on the analysis of data flows with the business model designs to validate initial requirements for the EDR.	The models validate design of the EDR.
✓ Continued work on finalizing data models based on feedback from Database Design Review Team (DDRT).	The models validate design of the EDR.
✓ Continued requirements analysis work by Solution Architect and Business Analyst.	Validating requirements for EDR Release 2.0.
✓ Published RFQQ to hire a contract Data Strategy Consultant who will provide strategic technical guidance on implementing the INH EDR in Release 2 and will assist other interdependent projects with data related issues.	Provide strategic technical guidance on implementing the INH EDR in Release 2 and assists other interdependent projects with data related issues.
Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Deployed build 0.8.3 to the new User Acceptance Test (UAT) environment for testing.	Ensures that services work as specified.
✓ Continued work on CaseAccountingStatusGet service.	Ensures that services work as specified for the accurate exchange of data.
✓ Completed testing on completed services in the new UAT environment and begin functional and regression testing.	Ensures that services work as specified.
✓ Continued to resolve bug defects found in services during testing.	Ensures that services work as specified.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ AOC programming changes are in progress to suspend the auto generation of dockets and enable Pierce County Courts to complete the implementation for the docket and civil case data exchanges.	Secures the data being transmitted in the data exchange.
✓ AOC is working with Pierce County to implement the security changes necessary to secure a message being transmitted over the internet and have them ready for our anticipated September data exchange start up.	Secures the data being transmitted in the data exchange.

ITG #002 Superior Court - Case Management System RFP	
Activities	***Impact/Value***
Schedule Management	
✓ Continued detailed analysis of proposed Vendor work plan.	To identify any unclear deliverables while we are in contract negotiations.
Court Business Office	
✓ Court Business Office (CBO) – Court User Workgroup meeting 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.
Technical Team	
✓ Reviewed Tyler's SOW and provided comments.	Preparation for contract start.
✓ Completed the next revision of the newly named "Overloaded Field Research" process paper.	Preparation for contract start.
Organizational Change Management Team	
✓ Updated proposed strategy and process for communicating court process changes to include a process to communicating internally to AOC staff.	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 Letter to Association Presidents, Pilot Site Indication of Interest document, Pilot Site Flyer, and Pilot Site Readiness Checklist.	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.
✓ Updated project SharePoint and Extranet sites.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
✓ Initiated review process on '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 July Court User Work Group (CUWG) meeting.	Increase awareness among court and clerk stakeholders of the role of OCM on the SC-CMS project.
✓ Reviewed a conceptual prototype of the SC-CMS project's presence on the public website at www.courts.wa.gov with the CUWG at their July 2013 meeting.	Increase stakeholder awareness by providing accurate, relevant project information to external stakeholders.
✓ Worked with OCM Team to develop a process for responding to stakeholder feedback.	Increase trust and credibility with stakeholders by helping them feel heard and valued.
✓ Initiated a 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 CBO team.	Share knowledge and understanding between team members.
Quality Assurance Team	
✓ Ensured requirements previously mapped to the business process flows were still correct after the process flows were modified with Court User Workgroup (CUWG) updates.	Document the current state business processes.
✓ Mapped requirements to process flows as flows were completed by process modeling sub-group.	Document the current state business processes.

✓ Updated SC-CMS glossary based on CUWG comments.	Preparation for contract start.
✓ Worked on User Acceptance Test plan.	Preparation for contract start.
Project Management Team	
✓ Attended Special JISC meeting 7/19/2013.	Received approval from JISC to sign Tyler contract.
✓ Attended regular scheduled meetings to coordinate with various non-project organizations.	Interoffice coordination efforts.
✓ Attended regular scheduled SC-CMS Project team 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.

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

Activities	***Impact/Value***
✓ Contract negotiations continued with the Vendor.	Improve the efficiency of document management for the Appellate Courts.
✓ We had good statement of work meetings with the ASV which resulted in better commonality on project approach and terminology. The statement of work was fundamentally completed.	Improve the efficiency of document management for the courts.
✓ The project team is working through the terms and conditions to obtain agreement. It should be finalized within a week.	Improve the efficiency of document management for the Appellate Courts.
✓ The maintenance agreements and license agreements are nearly complete and should be finalized within a week.	Improve the efficiency of document management for the Appellate Courts.
✓ Full funding was not provided by the legislature. AOC will be seeking funding again in the supplemental budget and has committed to keeping the project moving forward in the meantime using current allocations. The PMO Manager and the Project Manager met with AOC senior management to discuss how the internal project funding process will work.	Improve the efficiency of document management for the Appellate Courts.
✓ Met with the project Executive Steering Committee on 7/17 and 7/31 to brief them on the negotiations.	Improve the efficiency of document management for the Appellate Courts.
✓ Requirements analysis for changes to JIS Link and a new public documents portal slowed due to vacation and a production issue with ACORDS.	Improve the efficiency of document management for the Appellate Courts.

ITG #009 Add Accounting Data to the Data Warehouse

Activities	***Impact/Value***
✓ Fixed an error in the remit group association to Accounts Payment and Revenue and reloaded.	Provide data requirements.
✓ Fixed and reloaded an error in the Receipts table.	Provide data requirements.
✓ Added Bail Forfeiture to the CFHS data.	Provide data requirements.
✓ Loaded and tested Case Obligor summary data.	Provide data requirements.
✓ Loaded and tested Obligation Payment Schedule data for superior courts and CLJ time pay.	Provide data requirements.
✓ Tested and released PMR reports.	Provide business requirements for accounting.
✓ Tested and released Legal Financial Obligation Report for ITG 009 and 70.	Provide business requirements for accounting.
✓ Tested and released Legal Financial Obligation Extract Report for ITG 009 and 70.	Provide business requirements for accounting.
✓ Tested and released Case Financial History Report with time pay indicator.	Provide business requirements for accounting.

ITG #041 Revised CLJ Computer Records Retention and Destruction Process

Activities	***Impact/Value***

✓ July 1-31: Provided business analysis support to developers coding functional requirements detail. Confirm 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.
✓ July 1-31: Continued more business analysis to obtain full functional requirements detail -Completed Data Dissemination Committee (DDC) consultation. Provided project information needed Court/Associations outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanant Corrections Association).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ July 1-31: Worked with John Bell and Judge Wynne to provide support information to the DDC from the ITG 41 Project as they update and revise the DDC Policy.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ July 1 - August 31: Project Team developers preparing to apply current and preliminary new rules, add VRV and ETP, to active tables in November (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

Detailed Status Reports

Status Update Key

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

Initiative Status Reports

Initiative Reports

Transformation Program Track

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

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

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

Business Benefit:

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

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

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

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

Progress

Phase	☐ Initiate	☒ Planning	☒ Execute	☐ Close

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

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

COTS Preparation Application Program Track

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

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

Description:

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

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

- COTS-P Infrastructure Program (Network, Compute and Storage) of six (6) related sub-projects
- COTS-P Application Program (Data Warehouse and Applications) of six (6) related sub-projects
- COTS-P Business Program (Business and Organizational Processes) of one (1) related sub-projects (closed February 2011)

The COTS P Application Program:

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

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

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

Business Benefit:

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

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

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

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

Current Status	Scope	▲	Schedule	▲	Budget	▲

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

COTS-P Application Program Progress:

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

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

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

Milestones Planned and Accomplished

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

COTS Preparation – SC-CMS Disaster Recovery

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

Executive Sponsor(s)	**IT Project Manager:**
Vonnie Diseth, CIO/ISD Director	Cindy Palko 360-704-4024 Cindy.Palko@courts.wa.gov
Business Area Manager(s):	**Consultant/Contracting Firm:**
Dennis Longnecker, Infrastructure Manager Tamra Anderson, Data & Development Manager Michael Keeling, Operations Manager Kumar Yajamanam, Architecture & Strategy Manager William Cogswell, Associate ISD Director Dirk Marler, JSD Director	N/A

Description:

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

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

- COTS-P Infrastructure Program (Network, Compute and Storage) of six (6) related sub-projects:
  - P1 – Network Capacity & Performance Analysis Sub-project *(Sub-Project Complete & Closed)*
  - P2 – Compute/Storage SW Licensing Sub-project *(Sub-Project Closed)*
  - P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project *(Sub-Project Complete & Closed)*
  - P4 – SC CMS Disaster Recovery Analysis Sub-project
  - P5 – Network Future State Sub-project
  - P6 – Compute/Storage Future State Sub-project
- COTS-P Application Program (Data Warehouse and Applications) of six (6) related sub-projects
- COTS-P Business Program (Business and Organizational Processes) of one (1) related sub-projects (closed February 2011)

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

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

Business Benefit:

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

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

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

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

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

Status Notes:

COTS-P Infrastructure Program

P4 – SC CMS Disaster Recovery Analysis Sub-project

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

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

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

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

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

Milestones Planned and Accomplished

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

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

Reporting Period through July 31, 2013

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

Description:

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

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

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

Business Benefit:

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

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

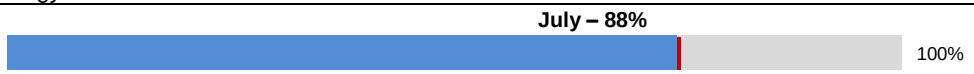
Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes:

This past month, the project made progress on the review of the database design and the analysis of the business requirements for the initial data load and service integration, to implement EDR Release 2.0.

The team published a Request For Quote and Qualifications (RFQQ) to hire a Data Strategy Consultant to provide strategic guidance and direction on data strategy issues.

Progress



Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: July 2011	**Planned Completion Date:** 2/6/2014
	Actual Start Date: July 2011	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ Continued work on the analysis of data flows with the business model designs to validate initial requirements for the EDR.	The models validate design of the EDR.
✓ Continued work on finalizing data models based on feedback from Database Design Review Team (DDRT).	The models validate design of the EDR.
✓ Continued requirements analysis work by Solution Architect and Business Analyst.	Validating requirements for EDR Release 2.0.
✓ Published RFQQ to hire a contract Data Strategy Consultant who will provide strategic technical guidance on implementing the INH EDR in Release 2 and will assist other interdependent projects with data related issues.	Provide strategic technical guidance on implementing the INH EDR in Release 2 and assists other interdependent projects with data related issues.
Activities Planned	**Impact/Value**
° Complete final database design review to incorporate feedback from Data Design Review Team sessions.	Validates EDR design.
° Complete first draft of requirements document.	Documents the expectations of the EDR.
° Interview and hire a Data Strategy Consultant to provide strategic guidance on implementing the EDR and assist with other interdependent projects beginning in September.	Provide strategic technical guidance on implementing the INH EDR in Release 2 and assists other interdependent projects with data related issues.

Milestones Planned and Accomplished

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

Information Networking Hub (INH) Middleware Project

Reporting Period through July 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 continues to make good progress on the final six INH services that are planned to be ready for the SC-CMS project as part of Release 1.

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
✓ Deployed build 0.8.3 to the new UAT environment for testing.	Ensures that services work as specified.
✓ Continued work on CaseAccountingStatusGet service.	Ensures that services work as specified for the accurate exchange of data.
✓ Completed testing on completed services in the new UAT environment and begin functional and regression testing.	Ensures that services work as specified.

✓ Continued to resolve bug defects found in services during testing.	Ensures that services work as specified.
Activities Planned	**Impact/Value**
° Complete work on Information Exchange Package Document (IEPD) transformation documents for last three remaining services.	Provides business requirements for technical specifications that can be developed to.
° Complete work on SQL stored procedures for CaseAccountingStatusGET and other GET services.	Provides INH data exchanges that can be tested and deployed to QA.
° Complete testing on build 0.8.3 services in the new UAT environment.	Ensures that services work as specified.
° Began preparations for deployment of next services build 0.8.4 to the UAT environment.	Ensures that services work as specified.
° Begin work on enhancing the testing environment to improve testing productivity.	Improves the efficiency of testing in the new UAT environment.

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 July 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:

Due to Pierce County IT Governance prioritization Pierce County Superior Court will not implement any additional data exchanges beyond the 6 Docket and Civil Case services currently being implemented.

Pierce County has requested that we add secured socket layer (SSL) security to our data exchanges servers.

There is an AOC process that is blocking the ability for the docket data exchange to complete. A SCOMIS change is needed to suspend the auto generation of dockets for courts using the data exchanges. The program changes are in progress and testing should complete by mid August.

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:** 9/3/2013
	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 are in progress to suspend the auto generation of dockets and enable Pierce County Courts to complete the implementation for the docket and civil case data exchanges.	Secures the data being transmitted in the data exchange.
✓ AOC is working with Pierce County to implement the security changes necessary to secure a message being transmitted over the internet and have them ready for our anticipated September data exchange start up.	Secures the data being transmitted in the data exchange.

Activities Planned	Impact/Value
° Implement the SCOMIS changes needed to unblock the docket and civil case web services by August 19th.	Suspends the auto generation of dockets for courts using the data exchanges.
° Add the security changes necessary to secure a message being transmitted over the internet to the data exchange servers.	Secures the data being transmitted in the data exchange.
° Pierce County plans to complete testing and implementation of their data exchanges.	Pierce County will experience the benefits of sharing data using the data exchanges.

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) RFP

Reporting Period Through July 31, 2013

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

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

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

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

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

Status Notes:

The contract was finalized with Tyler Technologies and signed on July 25, 2013. The new Deputy Project Manager, Mike Walsh, was introduced to all stakeholder groups.

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: September 2011	**Planned Completion Date:** September 2013
	Actual Start Date: September 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
Schedule Management	
✓ Schedule reviewed and updated.	Provide up to date progress.
✓ Maintain inter-dependency milestone schedule for SC-CMS, INH, COTS-P & SCDX.	Monitor & track impacts and risks to deliverables/milestones between the major project's interdependencies.
✓ Assumed management of SC-CMS Staffing Plan.	To ensure alignment of project resources and anticipate future resource needs.
✓ Continued detailed analysis of proposed Vendor work plan.	To identify any unclear deliverables while we are in contract negotiations.

✓ Loaded deliverable costs to project schedule.	To provide cash flow information based on schedule and schedule movement.
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.
Technical Team	
✓ Participated in the July CUWG meeting.	Preparation for contract start.
✓ Reviewed Tyler's SOW and provided comments.	Preparation for contract start.
✓ Completed the next revision of the newly named "Overloaded Field Research" process paper.	Preparation for contract start.
Organizational Change Management Team	
✓ Updated proposed strategy and process for communicating court process changes to include a process to communicating internally to AOC staff.	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 Letter to Association Presidents, Pilot Site Indication of Interest document, Pilot Site Flyer, and Pilot Site Readiness Checklist.	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.
✓ Updated project SharePoint and Extranet sites.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
✓ Initiated review process on '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 July CUWG meeting.	Increase awareness among court and clerk stakeholders of the role of OCM on the SC-CMS project.
✓ Reviewed a conceptual prototype of the SC-CMS project's presence on the public website at www.courts.wa.gov with the CUWG at their July 2013 meeting.	Increase stakeholder awareness by providing accurate, relevant project information to external stakeholders.
✓ Worked with OCM Team to develop a process for responding to stakeholder feedback.	Increase trust and credibility with stakeholders by helping them feel heard and valued.
✓ Initiated a 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 CBO team.	Share knowledge and understanding between team members.
Quality Assurance Team	
✓ Ensured requirements previously mapped to the business process flows were still correct after the process flows were modified with CUWG updates.	Document the current state business processes.
✓ Mapped requirements to process flows as flows were completed by process modeling sub-group.	Document the current state business processes.
✓ Updated SC-CMS glossary based on CUWG comments.	Preparation for contract start.
✓ Worked on UAT plan.	Preparation for contract start.
Project Management Team	
✓ Attended Special JISC meeting 7/19/2013.	Received approval from JISC to sign Tyler contract.
✓ Attended regular scheduled meetings to coordinate with various non-project organizations.	Interoffice coordination efforts.
✓ Attended regular scheduled SC-CMS Project team 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 development of Inter Project Dependency schedule.	Maintain awareness and identify potential impacts to or from SC-CMS.
° Continue detailed analysis of proposed Vendor work plan.	More meaningful information, for reporting and for trend analysis.
° Begin 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.
Court Business Office	
° Attend CUWG meeting planned for August 14-15.	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 CUWG a starting point for developing the future state processes for the superior courts.
° Once docket sub-number requirement has been validated by the County Clerks, follow requirements change control process.	Follow the requirements change control process to ensure compliance and agreement with stakeholders.
° 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 CUWG associations, impacted state agencies, and AOC project teams.
° Incorporate feedback into the development of communication tools (public website, newsletter, etc.) and processes per the July CUWG meeting.	Provide easy access to project information.
° Drafting of meeting minutes from the last CUWG meeting is in progress.	Provide a written account of the CUWG meetings.
Technical Team	
° Continue researching overloaded fields.	Preparation for contract start.
° Participate in the August CUWG meetings.	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 August 2013 CUWG meeting.	Increase awareness of the role of OCM 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.
° Review 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 CUWG. Documenting the information from the CUWG meetings in regard to the suggestions, comments, and information gathered at the meetings.	The CUWG 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.
° Contribute to the review of the court business processes being conducted by the CBO team and develop process narratives.	Share knowledge and understanding between team members.
° Conduct other efforts for vendor on boarding.	To make on boarding of vendor as efficient as possible to they can hit the road running.

° Work with CBO to prepare for the July CUWG meeting. Continue looking at the "current state" process flows for validation by the CUWG.	As part of the AOC team that put the processes together, the BA's will provide assistance when needed for clarification on what is documented in the processes. The BA's will continue to assist with the processes as the future state is discussed and documented.
° Participate in Month CUWG meeting.	Share and consume information that will help enable a successful implementation of the SC-CMS effort.
Quality Assurance Team	
° Continue mapping the business process flows to requirements after the process flows are created or modified with CUWG updates.	Document the current state business processes.
° Continue working on UAT plan.	Preparation for contract start.
° Start writing test scripts and test cases after Tyler is on board and documentation is available.	Preparation for Pilot UAT.
° Start 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.
° Preparing materials in anticipation of the King County Implementation preparation meeting scheduled in King County for July 19th.	Identify the needs associated with the implementation of the largest county in the SC-CMS project.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
Independent QA Begins	3/1/2012	3/12/2012	3/21/2012
Acquisition Plan Finalized	3/16/2012	4/30/2012	5/15/2012
Initial Draft of RFP Finalized	3/22/2012	5/25/2012	3/27/2012
RFP Steering Committee Approves RFP Final Draft	4/8/2012	5/29/2012	6/5/2012
JISC Begin Review of RFP	4/19/2012	6/6/2012	JISC RFP Briefings: Jun 13 or Jun 14 9-12pm or 1-4pm
JISC RFP Go/No Go Decision	3/2/2012	6/22/2012	GO 6/22/2012
RFP Published	4/19/2012	6/22/2012	6/22/2012
Response Evaluations Completed	9/14/2012	9/14/2012	9/14/2012
Vendor Demos Completed	10/19/2012	10/19/2012	10/19/2012
Onsite Visits Completed	12/7/2012	12/7/2012	12/7/12
Contract Negotiations Begin	4/23/2013	4/23/2013	4/23/2013
Selected Vendor Begins	5/17/2013	9/5/2013	
PHASE 1 COMPLETE	5/17/2013	9/5/2013	

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

Reporting Period through July 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.

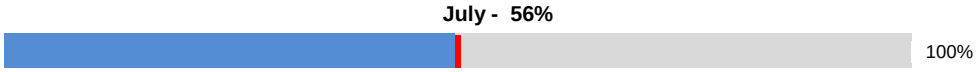
Business Drivers				
	Improve Decision Making X	Improve Information Access X	Improve Service or efficiency X	Manage Risks ☐
	Maintain the business ☐	Manage the costs X	Increase organizational capability X	Regulatory compliance or mandate ☐

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

Activities Completed	Impact/Value
✓ Contract negotiations continued with the Vendor.	Improve the efficiency of document management for the Appellate Courts.
✓ We had good statement of work meetings with the ASV which resulted in better commonality on project approach and terminology. The statement of work was fundamentally completed.	Improve the efficiency of document management for the courts.

✓ The project team is working through the terms and conditions to obtain agreement. It should be finalized within a week.	Improve the efficiency of document management for the Appellate Courts.
✓ The maintenance agreements and license agreements are nearly complete and should be finalized within a week.	Improve the efficiency of document management for the Appellate Courts.
✓ Full funding was not provided by the legislature. AOC will be seeking funding again in the supplemental budget and has committed to keeping the project moving forward in the meantime using current allocations. The PMO Manager and the Project Manager met with AOC senior management to discuss how the internal project funding process will work.	Improve the efficiency of document management for the Appellate Courts.
✓ Met with the project Executive Steering Committee on 7/17 and 7/31 to brief them on the negotiations.	Improve the efficiency of document management for the Appellate Courts.
✓ Requirements analysis for changes to JIS Link and a new public documents portal slowed due to vacation and a production issue with ACORDS.	Improve the efficiency of document management for the Appellate Courts.
Activities Planned	**Impact/Value**
° Finish contract negotiations and distribute a review draft of the contract, statement of work and maintenance agreements to the project Executive Steering Committee members for review.	Improve the efficiency of document management for the Appellate Courts.
° Develop the recommendation to the Judicial Information Systems Committee.	Improve the efficiency of document management for the Appellate Courts.
° Resume 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	7/22/14	

ITG #009 Add Accounting Data to the Data Warehouse

Reporting Period through July 31, 2013

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

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

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

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

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

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

Status Notes:

After release of the reports in July, it was discovered that the report detail used to calculate Time Pay differ between Superior Court and Courts of Limited Jurisdiction (CLJ). A new data structure and Time Pay Summary Report will be created for CLJ. The new report is planned for release to production in September. Project closeout will follow release of the new report. This project is planned for completion in September 2013.

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

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

Activities Completed	Impact/Value
✓ Fixed an error in the remit group association to Accounts Payment and Revenue and reloaded.	Provide data requirements.
✓ Fixed and reloaded an error in the Receipts table.	Provide data requirements.
✓ Added Bail Forfeiture to the CFHS data.	Provide data requirements.
✓ Loaded and tested Case Obligor summary data.	Provide data requirements.
✓ Loaded and tested Obligation Payment Schedule data for superior courts and CLJ time pay.	Provide data requirements.
✓ Tested and released PMR reports.	Provide business requirements for accounting.
✓ Tested and released Legal Financial Obligation Report for ITG 009 and 70.	Provide business requirements for accounting.
✓ Tested and released Legal Financial Obligation Extract Report for ITG 009 and 70.	Provide business requirements for accounting.
✓ Tested and released Case Financial History Report with time pay indicator.	Provide business requirements for accounting.

Additional Comments

Project Deliverable	Release Date	Release Status

Cases with A/Rs Paid-in-Full - Excluding Trust	12/20/2011	Report completed.
Cases with finding date and A/Rs in "potential" status	2/21/2012	Report completed.
A/R Detail Report	4/17/2012	Report completed
A/R Summary Report	6/19/2012	Report completed
Monthly interest accruals	7/17/2012	Report completed
Universe Technical Fix (no new reports to courts)	8/27/2012	Report completed
Remittance Summary	9/18/2012	Report completed
Cases with A/Rs Paid-in-Full - add trust without bond	10/16/2012	Report completed
Last AR Payment	1/15/2013	New report request for project. Completed.
Case/Person Financial Summary(CFH)	1/15/2013	Report Completed
CFH Report - AR Detail	1/15/2013	Report Completed
Cases with A/Rs Paid-in-Full - expand trust with bond	2/26/2013	Report Completed
CFH Report - Disbursements	3/19/2013	Report Completed
Parking Due Report	3/19/2013	New report request for project. Completed.
CFH Report - Adjustments	4/19/2013	Report Completed
CFH Report - Receipts	4/19/2013	Report Completed
*Security for universe (Case Type security)	4/19/2013	Report Completed
Collection reports for parking cases	N/A	Removed as a project deliverable
Universe Technical Fix (no new reports to courts)	6/4/2013	Report completed
Collection case information	6/18/2013	Report completed
Legal Financial Obligation (LFO) Report	7/26/2013	Scheduled for release July 2013
A/R balance by type, A/R and payment aging (TPSE)	7/26/2013	Scheduled for release July 2013
PMR: Detail/Summary aged ARs	7/26/2013	Scheduled for release July 2013
PMR: Detail/Summary assigned to collections	7/26/2013	Scheduled for release July 2013
A/R balance by type, A/R and payment aging (TPSE)		Scheduled for release September 2013

New Priority List

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

*Legend: * Requirement added during requirements gathering process*

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through July 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). Development work for the first two components is 90% complete.

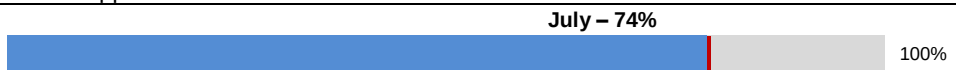
After completion of the development work, there will be an intensive unit testing stage in an environment with a great deal of data to fully verify the functionality.

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.

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**

✓ July 1-31: Provided business analysis support to developers coding functional requirements detail. Confirm 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.
✓ July 1-31: Continued more business analysis to obtain full functional requirements detail -Completed Data Dissemination Committee (DDC) consultation. Provided project information needed Court/Associations outreach for feedback (representatives from District and Municipal Court Management Association (DMCMA), District and Municipal Court Judges' Association (DMCJA) and Misdemeanant Corrections Association).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ July 1-31: Worked with John Bell and Judge Wynne to provide support information to the DDC from the ITG 41 Project as they update and revise the DDC Policy.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ July 1 - August 31: Project Team developers preparing to apply current and preliminary new rules, add VRV and ETP, to active tables in November (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Aug 1-31 Business analysis support to developers coding functional requirements detail. Confirm Judge's Flag option already in the requirements -set to turn on/off as needed.	Requirements Gathering (All rules).
° Aug 1 - 31: Project Team developers preparing to apply current and preliminary new rules - add VRV and ETP - to active tables in November (1st Iteration).	Re-coding the System Active Database (Current and Preliminary rules).
° Aug 1 - 31: Update Project Management Plan to include education/training preparation, on-boarding plan, pilot court deployment plan.	Training, on-boarding planning, and pilot court deployment activities will be planned.
° Aug 1 - 31: Work with new Data Dissemination Administrator Stephanie Happold and Judge Wynne to provide support to the DDC Policy update being circulated to the court community and professional associations.	Supports the policy update process.

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 July 31, 2013

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

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

Activities Completed	Impact/Value
Portfolio Coordinator/Service Delivery	
✓ Coordinated IT Governance (ITG) requests through the ITG process – see July 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 July 2, 2013.	Provide Leadership Team & Stakeholders visibility on ISD Software Releases in the Production Environment.
Organizational Change Management	
✓ Participating in the AOC Rules of Engagement workgroup.	Develop rules to define how AOC staff interacts with each other.
✓ Continuing ISD Policy Review/Development meetings.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
✓ Continued to Organizational Change Management (OCM) 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 on July 12th.	Contributes to ISD Strategic and Tactical planning.
Resource Coordinator	
✓ Successfully completed weekly financials and posting timesheets in Clarity.	Provide back up for the Clarity Administrator.
✓ Ongoing resource management activities for the division.	Allows for effective management of staff resources.
✓ Worked with QA Manager to review/update QA staff's assignments to Application Support teams.	Data cleanup efforts will result in more accurate information in Clarity.
✓ Met with CMS Scheduler to review and update CMS staffing plan.	Update CMS staffing plan & Clarity to reflect project positions that have been filled, transferred to other units, current vacancies and planned hired dates.
Business Liaison	
✓ 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.
✓ Worked with the project team, Steering Committee, other stakeholders, and AOC staff on the Computer Records Retention and Destruction project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
✓ Worked with the project team, Steering Committee, other stakeholders, and AOC staff on the Plain Paper/Comments Line on Warrants project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
✓ Coordinated the stakeholder input process for customers on ISD projects.	Direct customer input on IT projects helps ensure a successful project outcome.
✓ Did preparation for, attended, and did follow-up from July 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.
✓ Identified key AOC staff for resolving the ACORDS slowness issue; held several meetings to discuss the problem and analytical data. Worked with AOC staff to identify next steps and escalation of the problem. Distributed several informational e-mails to Clerks/Administrators.	Creates AOC awareness of the problem so that it can be escalated and resolved. Informs ACORDS users of problem status and steps being taken to resolve the problem.
✓ Continued participation in ECMS project meetings.	Delivers a product that will meet the Court of Appeal's business needs.
✓ Validated the new Chronological SRA internet site and notified Judge Sperline that his request for the site has been completed.	The new site shares important information with AOC's internet users, such as lawyers.
Activities Planned	**Impact/Value**
Portfolio Coordinator/Service Delivery	
° 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.
Release/Change Management	
° Continued participation in meeting with WA State Military Dept. CIO, ISD OPS Manager, & WEB Team Lead. Facilitate development of Memo of Understanding or Interagency Agreement with WA Military Dept.	Bolster support of ongoing Security Enhancement efforts. Augment AOC Security Team with participation of a WA National Guard Information Technology Security subject matter expert.
° Pursue vetting of my Military Security Clearance with FBI & Homeland Security upon request of ISD OPS Manager. Coordinate with WA Military Dept. CIO.	This effort will allow the option to have an AOC Employee on a CYBER Incident Response Team who can effectively communicate with the FBI & Homeland Security.
° 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.
° Continue to assist Operations Manager, WEB Team Lead, and Vendor Relations Coordinator in providing subject matter in support of Security RFQQ process.	Develop Security RFQQ encompassing baseline of technical details which align with AOC's short term and strategic goals for IT Security.
° Assist Portfolio Coordinator in developing a proposal to incorporate time reporting for application support in the IT Portfolio.	Ability to determine the ongoing cost of operation for an application and support resource capacity planning and usage.
° Continued participation in Security Team weekly meetings.	Support ISD Associate Director and ISD OPS Manager in Security Enhancement efforts.

° 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.
° Begin 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.
° Continue participating in the AOC Rules of Engagement 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 session August 19th.	Contributes to ISD Strategic and Tactical planning.
° Plan and Facilitate ISD Leadership Team strategic planning session in September.	ISD has a tactical plan to guide and align day to day decisions and work.
Resource Coordinator	
° Provide Resource Management overview to the CIO, Infrastructure Manager, SC-CMS Manager and Operations Manager during the Weekly Planner Training.	Communicate the benefits of a successfully implemented resource management process to the CIO and Functional Managers and discuss management's expectations.
° Continue to work with the Functional Managers to review and update Core allocations and Core tasks assignments in Clarity.	Data cleanup efforts will result in more accurate information in Clarity to prepare for staff roll out of the Weekly Planners.
° Meet with CMS Scheduler to review updated CMS staffing plan, make necessary changes in Clarity and compare to ISD FTE report from HR.	Update CMS staffing plan & Clarity to reflect project positions that have been filled, transferred to other units, current vacancies and planned hired dates.
° Draft a Resource Management Policy, pending leadership's expectations.	Provides guidance to ISD employees to define resource management according to Leadership Team's expectations.
Business Liaison	
° Staff Superior Court ITG Governance Groups.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
° Distribute communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
° Work with stakeholder associations to get concerns addressed on SC-CMS project.	Ensuring that messages from stakeholder groups are brought to the project team to help keep stakeholders and project team informed, improving credibility and trust.
° 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.
° 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.
° 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 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 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.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through July 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
✓ In July, the Court User Work Group continued discussion of the case-number format to be employed in Odyssey, with an emphasis on the business needs to be addressed by the format. The related discussion of case types continued. Additional progress was made on the "as-is" business process models.	The Court User Work Group (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).
✓ Enterprise architecture perspective was provided to the JIS Codes Committee and staff in preparation for, and during, their monthly meeting. In July, several requests were discussed, but action was tabled for all, due to under-representation of CLJ members (given a conflict with a DMCMA meeting).	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ All Solution and Enterprise Architects were trained in TOGAF 9.1 (The Open Group Architecture Framework). TOGAF provides a comprehensive approach for designing, planning, implementing, and governing enterprise information architecture.	Enterprise information architecture is central to ISD's transformation. It provides the path to a Future State Architecture which best meets the courts' business vision, while improving returns on investment, reducing risk for future investment, and allowing for faster, simpler, and cheaper procurement.
✓ Work continued on a number if IT Governance requests.	The Information Technology (IT) Governance process is the framework by which IT investment decisions are made, communicated, and overseen. The process promotes transparency, openness and inclusiveness, holistic review of business problems, and a streamlined review utilizing consistent rules.
Activities Planned	**Business Value**
° The Court User Work Group (CUWG) will next meet on August 14-15.	The Court User Work Group (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).
° ITG-158 - revised request for development of two mental-health screening tools (MAYSI-2 and the MH-JDAT) electronically on an AOC server: A revised analysis (corresponding to the updated request) is being prepared for OCB (Operations Control Board) consideration in August.	Implementation of two mental-health screening tools on an AOC server (together with real-time scoring, data storage, and reporting) would provide a central and secure method for juvenile courts to determine the mental-health needs of the youth they detain.
° Enterprise Strategies: Collaborative architectural planning will continue in August, with an immediate goal of facilitating SC-CMS implementation discussions with Tyler.	Identification of the enterprise strategies which will best serve information-technology efforts in the next 12-18 months will lay crucial groundwork via standards, policies, services, and products that will help make ISD project solutions successful.

Operational Area: Infrastructure

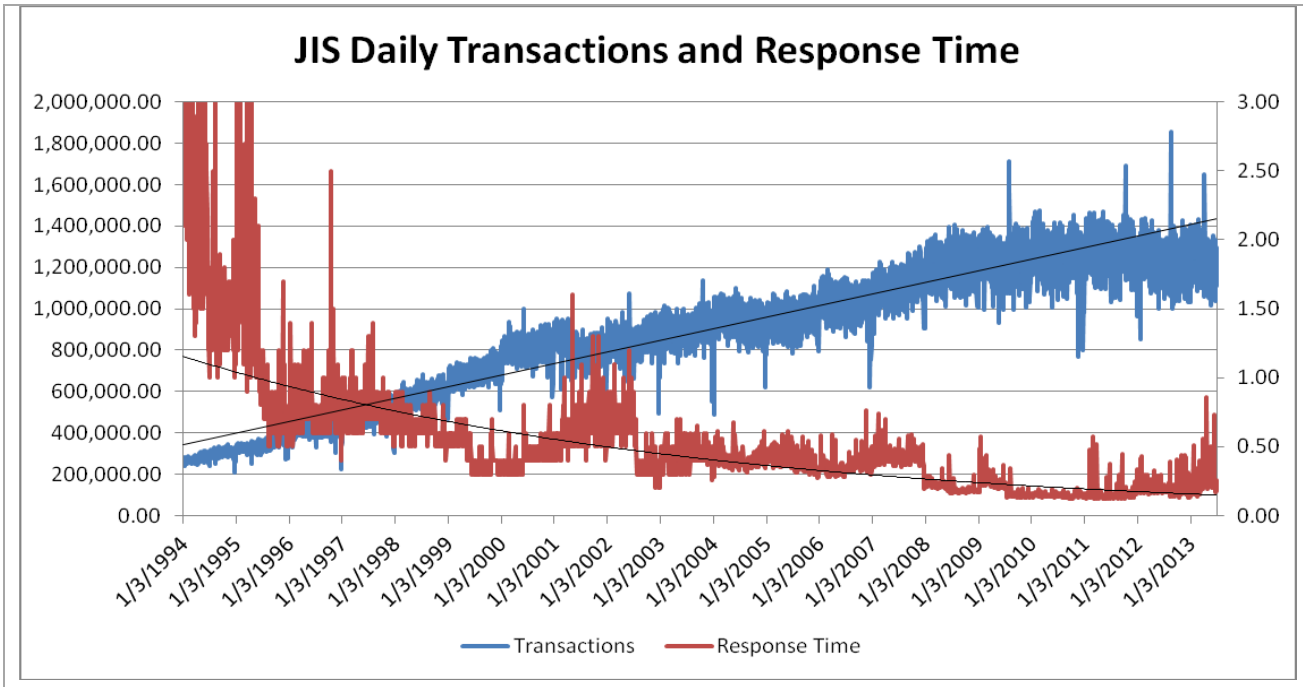
Dennis Longnecker, Infrastructure Manager

Through July 31, 2013

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

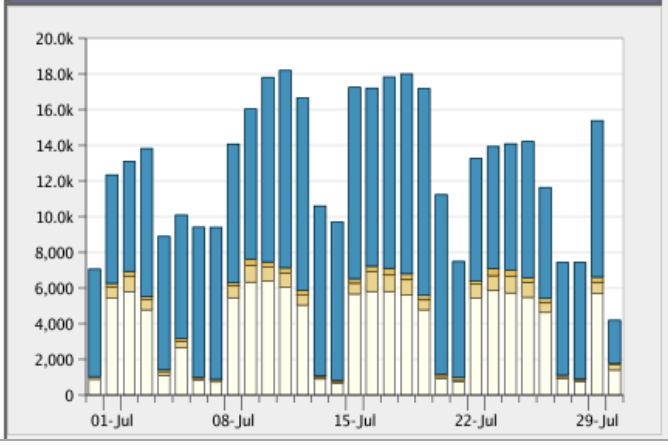
Description: AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) applications, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections 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).
✓ 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.
✓ Waiting for testing of WebSphere 8.5, this is the application server used by ACORDS, CAPS, and JABS.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ During the month of July 2013: Spam Filtering prevented 253,700 e-mails from entering the system. Only 118,200 e-mails were valid.	



30 Jun 2013 00:00 to 30 Jul 2013 08:18 (GMT -07:00) Data in time range:100.0 % complete

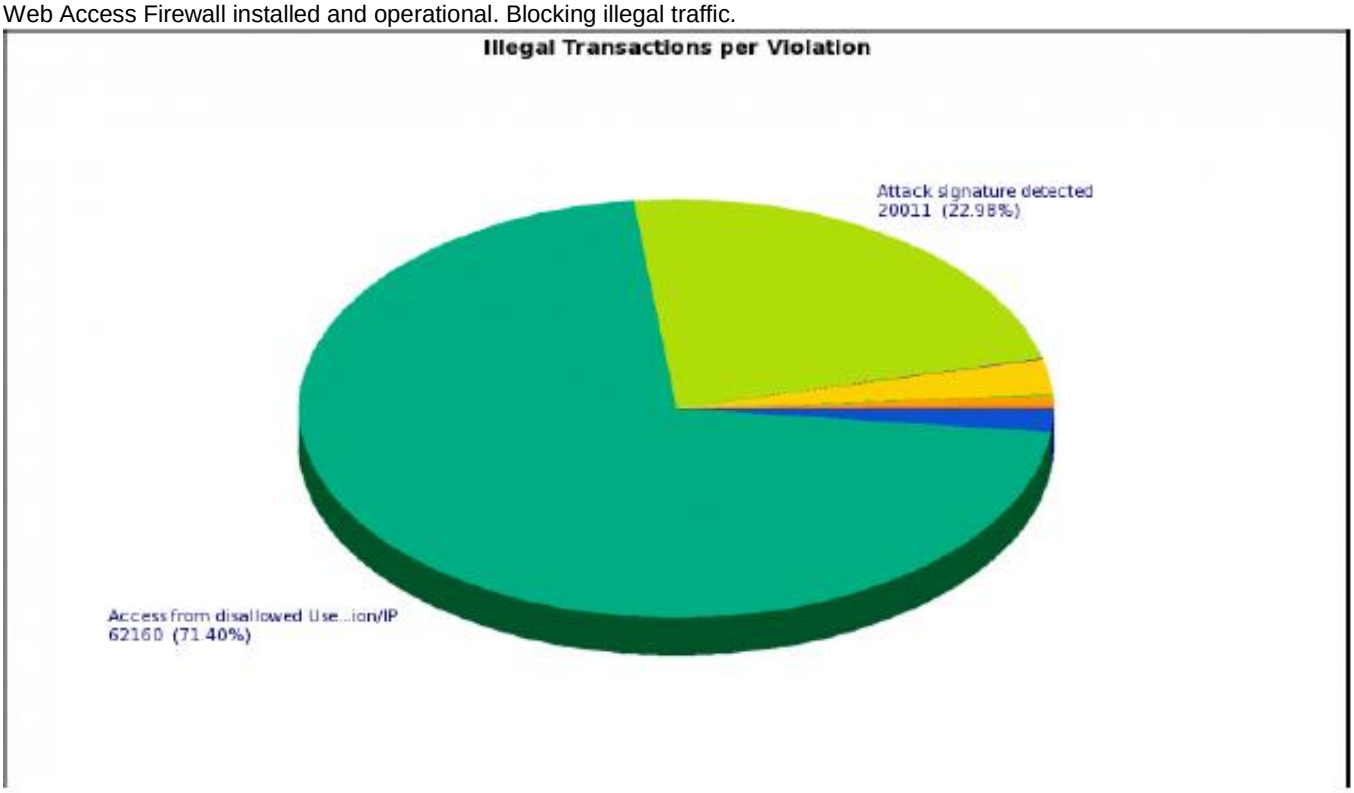
Incoming Mail Graph



Incoming Mail Summary

Message Category	%	Messages
Stopped by Reputation Filtering	64.3%	253.7k
Stopped as Invalid Recipients	0.0%	12
Spam Detected	1.6%	6,436
Virus Detected	0.0%	13
Stopped by Content Filter	4.1%	16.3k
Total Threat Messages:	**70.0%**	**276.5k**
Clean Messages	30.0%	118.2k
Total Attempted Messages:		**394.7k**

Web Access Firewall installed and operational. Blocking illegal traffic.

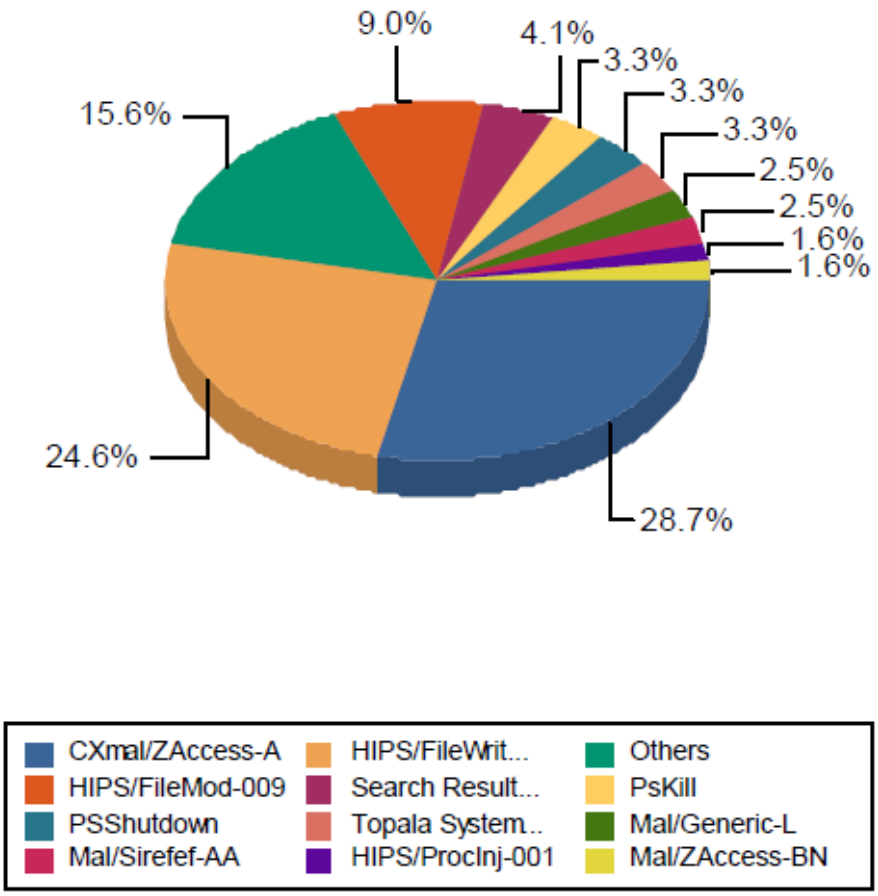


Viewing statistics from 06/29/13 20:01 to 07/29/13 20:01

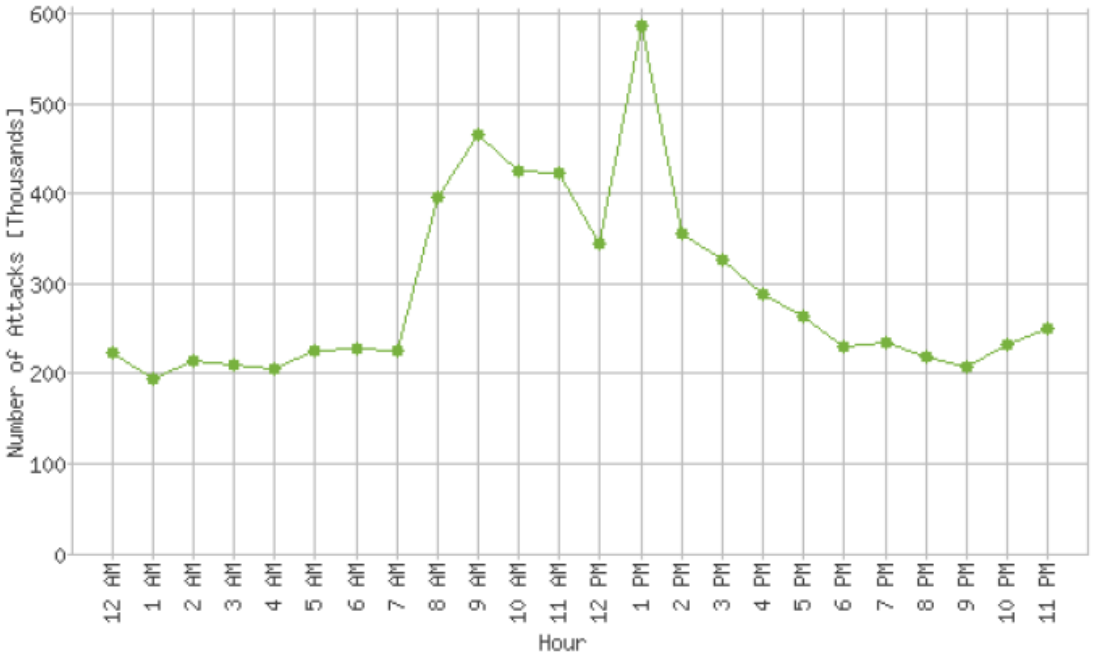
Violation	Illegal Transactions
Data Guard: Information leakage detected	223
Evasion technique detected	649
Failed to convert character	48
HTTP protocol compliance failed	2365
Illegal cookie length	51
Illegal method	1
Attack signature detected	20011
Access from disallowed User/Session/IP	62160
Cookie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

SECURITY REPORT

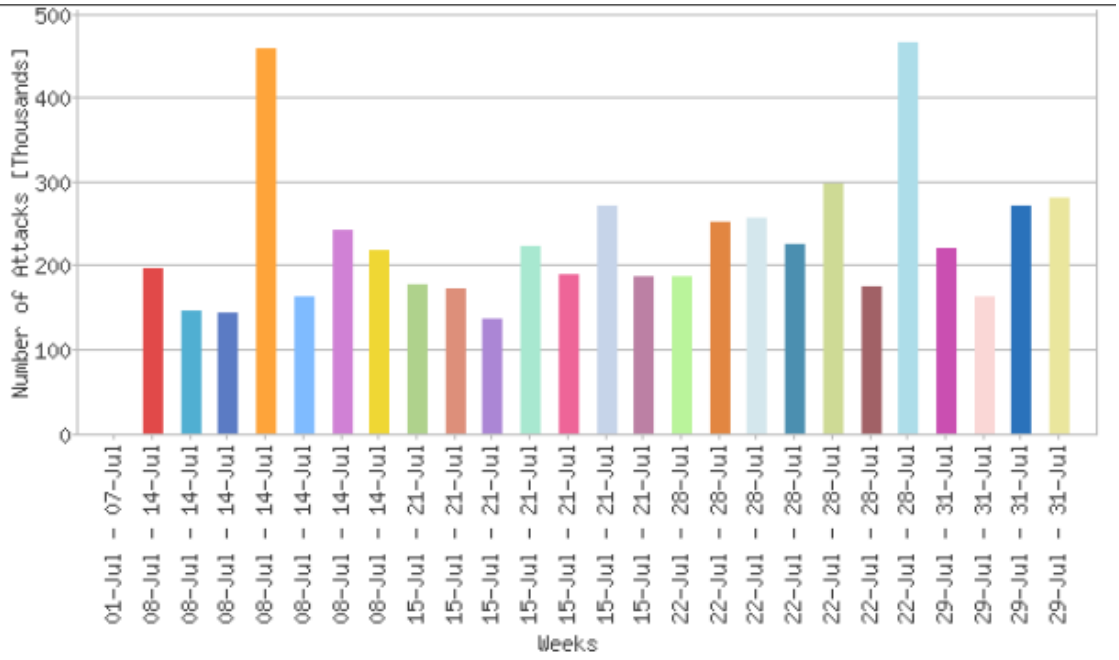
Virus's prevented by AOC filters



Security Attacks prevented by the Firewall by Hour of the Day



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


Number of Attacks [Thousands]
500
400
300
200
100
0
01-Jul - 07-Jul
08-Jul - 14-Jul
08-Jul - 14-Jul
08-Jul - 14-Jul
08-Jul - 14-Jul
08-Jul - 14-Jul
08-Jul - 14-Jul
08-Jul - 14-Jul
15-Jul - 21-Jul
15-Jul - 21-Jul
15-Jul - 21-Jul
15-Jul - 21-Jul
15-Jul - 21-Jul
15-Jul - 21-Jul
15-Jul - 21-Jul
22-Jul - 28-Jul
22-Jul - 28-Jul
22-Jul - 28-Jul
22-Jul - 28-Jul
22-Jul - 28-Jul
22-Jul - 28-Jul
22-Jul - 28-Jul
29-Jul - 31-Jul
29-Jul - 31-Jul
29-Jul - 31-Jul
29-Jul - 31-Jul
Weeks

Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through July 31, 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	
✓ Fixed an error in the remit group association to Accounts Payment and Revenue and reloaded.	Provide data requirements.
✓ Fixed and reloaded an error in the Receipts table.	Provide data requirements.
✓ Added Bail Forfeiture to the CFHS data.	Provide data requirements.
✓ Loaded and tested Case Obligor summary data.	Provide data requirements.
✓ Loaded and tested Obligation Payment Schedule data for superior courts and CLJ time pay.	Provide data requirements.
✓ Tested and released PMR reports.	Provide business requirements for accounting.
✓ Tested and released Legal Financial Obligation report for ITG 009 and 70.	Provide business requirements for accounting.
✓ Tested and released Legal Financial Obligation extract report for ITG 009 and 70.	Provide business requirements for accounting.
✓ Tested and released Case Financial History Report with time pay indicator.	Provide business requirements for accounting.
✓ Caseload Changes.	Legislative changes implementation.
✓ Completed 1 Eservice Request for Legislation.	Provided BOXI solution.
✓ Completed 11 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 HTTPS transport of their messages into AOC.	Provide the necessary infrastructure for message transport using SSL encryption for Pierce County's messages.
✓ Collaborated with the Legacy team to prioritize the development effort for Automatic Docket entry issue raised during Pierce County's testing of the SCDX Docket services.	Establishes a business based option for resolving the issue which satisfies the needs of the SCDX project as well as meet the business needs of other courts and applications (like CMS).
✓ Started dialogue with Dept. of Licensing to analyze the requirements for consuming their new web service for the Abstract Driver Record (DOL ADR) information currently displayed in JIS, JABS and ETP.	Helps to understand the impacts and implications to the court user community with the consumption of the new DOL web service.
Data Quality and Governance	
✓ Perform database design reviews: • Review 14 requests supporting INH Services, JABS, E-Ticketing, and Citation changes related to marijuana legalization. • Externalize business logic related to managing the Domestic Violence flag on screens related to Civil Case Filing and Data Quality.	Change management of data designs.
✓ Facilitate update of Class Word data standards.	Aid the formal naming of new data elements.
✓ Resolve Data Quality Foreign Key Discrepancies.	Analyze and document 1 issue related to referential integrity, bad data and not needed data that need deeper analysis and/or cleanup.
✓ Testing and planning the rollout for version 9.5 of ER/Studio.	Support for DB2 version 10 and SQL Server 2012 constructs in data designs.
✓ Final edits of the Data Quality Assessment have been completed and is awaiting final approvals and publishing.	Provides a baseline for the current state of Data quality for all future changes and improvements.
✓ Data Quality Roadmap 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.
° Support Pierce County with testing the modified approach for Docket services in relation to issues with Case Status history, as well as File Civil case service for non-well identified participants.	Helps Pierce County to go live in Production with Docket and File Civil Case Services in May or June.
° Continue to work with infrastructure, and development group to establish HTTPS at AOC's end-point for Pierce County's messages.	Meet the needs of Pierce County for SSL encryption of their messages.
° 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.
° Continue the discussion with the legacy maintenance team regarding the DOL ADR web service.	Helps AOC to move to DOL's new web service for obtaining Driver Abstract records.

° Find alternative approach to storing RACF credentials in SSO that is more secure.	Improving the security architecture for some of the BizTalk application infrastructure.
Data Quality and Governance	
° Support Database Design Review requests.	Change Management of database designs.
° Data Profiling Foreign Key Analysis Project.	Research and Analysis of data related issues. Continue researching available resources for mapping meta data to data elements as related to Data Quality Assessment activity prioritization and progress tracking.
° 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-SCCMS Technical team to understand scope of data migration effort and data quality impacts to the new CMS.	Coordinate work teams for effective and efficient process development.
° Foreign Key Analysis Project, developed to focus specifically on INH Services between INH and SCCMS.	To ensure that data being retrieved by services is accurate and not returning additional information that was stored in a table in error due to a system structural issue (for example, "expunged" case information that should not be counted on a report or retrieved in a service).
° 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 July 31, 2013

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

Description: AOC ISD Operations teams support new projects and the ongoing maintenance of legacy systems including the Judicial Information System (JIS) application, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), Judicial Access Browser System (JABS), e-Ticketing, Adult Static Risk Assessment (ASRA), Data Exchanges, SharePoint and Web applications and services.

Activities Completed	Impact/Value
✓ SharePoint 2010 – design in review.	Final design is a project milestone.
✓ SharePoint 2010 – site owner and user training materials started.	Required for migration.
✓ Java – completed development work on ITG requests 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
✓ Java – work on ITG request 163 (WebSphere Application Server upgrade).	Improve security and reliability and decrease development time for new and existing Java applications.
✓ Java – Security improvements to various applications.	Reduce security vulnerabilities.
✓ Java – released JABS versions 5.5 and 5.6 with one bug fix and changes to improve performance.	Improve reliability and performance of JABS.
✓ Java – completed development work on DOL Sender to be released in August with bug fixes and legislatively mandated changes.	Maintain application as business requirement change.
✓ Java – completed development work on new JABS release to be released August 5th with one legislatively mandated change and one bug fix.	Maintain application as business requirement change.
✓ DX – work on BizTalk system recovery and data recovery after a SQL Server outage due to SanDisk failure.	Ensure the normal operation of the BizTalk environment.
✓ JCS -- Continued 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. Anticipated release in September 2013.
✓ JCS -- Continued 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.
✓ ASRA -- Continued development 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.
✓ JCS -- Attended JCS Detention, Referral, and Administration trainings.	Sat in on JCS training classes in late July as part of ongoing reviews of system functionality for potential improvements, as well as promoting requests for changes and features within the juvenile courts.
✓ Legacy Maintenance - Legislative 2013 added THC level to JIS PLS process.	2013 Legislative changes to process/track individuals who are under the influence of marijuana (THC).
✓ Legacy Maintenance - Legislative 2013 added accounting codes.	2013 Legislative changes to track and receipt money.
✓ Legacy Maintenance - Legislative 2013 added new Civil Cause Code and Order Type Codes.	2013 Legislative changes to modify stalking and harassment protection orders.

✓ Legacy Maintenance - Modified parking process to not update defendant name with 'Unknown Vehicle Violator'.	Parking process will not increase the number of defendant names with 'Unknown Vehicle Violator'.
✓ Legacy Maintenance - When a cause code is changed on a Civil Case the system does not validate the primary participant types.	The system will validate the primary participant types for new cause codes.
✓ Legacy Maintenance - No audit trail is created when changes are made on civil cases.	Docket entries will be created by the system when CV cases are added or updated.
✓ Legacy Maintenance - CIVA and CIV screen were allowing case participants to be added twice on pre-filed cases which caused errors.	CIV screens were modified to check for pre-filed cases and not allow duplicate participants.
✓ Legacy Maintenance - CIVA allowed secure case type to be filed without authorization.	CIVA will for an authorization check for secure case types and give an error if not authorized.
✓ Legacy Maintenance - When adding a participant with the sequence 99, CIVA and CIV screens do not check to see if there is an existing case participant.	CIVA and CIV screens check for existing participants when generating the participant sequence number.
✓ Legacy Maintenance - When CIVT has a case with a "Payment to Person" on the judgment but the case participant is inactive, multiple screens get errors after the case is transferred because the participant is not active.	The system has been modified to not allow a participant to be removed if they are a "Payment to Person" on this case.
✓ Legacy Maintenance - When the cause code is changed on the CIVA or CIV screen, the system does not check to see if the primary participant types are correct for the new cause code.	The system has been modified to check if the primary participant types are correct for the new cause code.
✓ Legacy Maintenance - Support for new UAT (QA team) environment for INH project.	To provide separate testing environments for AOC internal use and external customers.
✓ Legacy Maintenance – completed development work on ITG requests 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
✓ Web: Move SRA to the public site.	Requested by Judge Sperline from Grant County, moving the Chronological Sentencing Reform Act to Washington Courts makes it available to prosecutors, attorneys, and the general public.
✓ Web: Continued Security Improvements.	Completed work on synchronized publishing to the Washington Courts site. Completed removal of redundant task information from Inside Courts and Washington Courts. Work continues on: • Web Application Firewall Configurations. • Synchronization publishing for Inside Courts to prevent illicit file creation and eliminate FTP. • 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.
Activities Planned	**Impact/Value**
° SharePoint 2010 – Finalize design (delayed again).	Required milestone.
° SharePoint 2010 – Finish training materials.	Required for migration.
° SharePoint 2010 – start migration (delayed).	Project milestone.
° Java – Security improvements to various applications.	Reduce security vulnerabilities.
° Java – release DOL Sender with bug fixes and legislatively mandated changes.	Maintain application as business requirement change.
° Java – release JABS with one legislatively mandated change and one bug fix.	Maintain application as business requirement change.
° Java – performance improvements to ACORDS.	Improve user experience.

° 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.
° Complete 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. Anticipated release in September 2013.
° Complete development of JCS version 2.54 and send to testing.	Version 2.54 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
° 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.
° Legacy Maintenance - Begin setup of Natural/CICS upgrade in preparation for testing.	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 - ISPW problems.	Work on ISPW configuration problems caused by possible 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.
° 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: Release changes to the Law Library Site.	The updates to the law library site add a great deal of content to their site, including many more reference and resource links. It also has more forms, for example, allowing users to make suggestions for acquisition, and promotes more automation for newsletter distribution. The updates also provide a more up-to-date look and feel for the library pages.
° Web: Resolve ColdFusion 10 and Web Service Issues.	Work with Adobe to resolve issues with ColdFusion 10 and the registration and consumption of web services. These issues need to be resolved before the ColdFusion 10 upgrade can be applied to all web servers. ColdFusion 10 provides a more secure platform and improved features.

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