Washington State Administrative Office of the Courts

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

October 2013
(Report Period Ending October 31, 2013)

Table of Contents

Background & Overview 2
Background 3
Initiatives & Project Plan Overview 4
Summary of Activities 5
Major Changes Since Last Report 5
ISD Staff Recognitions 7
IT Governance Request Status 7
Summary of Activities October 2013 9
Initiative Summary 9
Detailed Status Reports 13
Initiative Status Reports 15
Initiative Reports 16
COTS Preparation – Restore SCOMIS Cases 16
Information Networking Hub (INH) Enterprise Data Repository (EDR) Project 18
Information Networking Hub (INH) Middleware Project 20
Approved Project Status Reports 22
ITG #121 Superior Court Data Exchange 22
ITG #002 Superior Court Case Management System (SC-CMS) Implementation 24
ITG #045 Appellate Courts Enterprise Content Management System (AC-ECMS) 28
ITG #041 Revised CLJ Computer Records Retention and Destruction Project 30
ISD Operational Area Status Reports 32
ISD Operational Area Reports 33
Operational Area: ISD Policy and Planning 33
Operational Area: Architecture & Strategy 37
Operational Area: Infrastructure 38
Operational Area: Data & Development 42
Operational Area: Operations 45

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
October 2013

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

Planned
Actual

Initiatives	Schedule Status		CY12 Q1	CY12 Q2	CY12 Q3	CY12 Q4	CY13 Q1	CY13 Q2	CY13 Q3	CY13 Q4	CY14 Q1	CY14 Q2	CY14 Q3	CY14 Q4
7.6 Information Networking Hub (INH) Enterprise Data Repository (EDR)	●	Planned												
		Actual												
7.6 Information Networking Hub (INH) Middleware	●	Planned												
		Actual												
12.3 Superior Court Data Exchange	▲	Planned												
		Actual												
SC-CMS RFP	✔	Planned												
		Actual							✔					
SC-CMS Odyssey Implementation	●	Planned												
		Actual												
COTS Preparation - Restore SCOMIS Cases	●	Planned												
		Actual												
ITG #045 Appellate Court Enterprise Content Management System (ECMS)	◆	Planned												
		Actual												
ITG #009 Add Accounting Data to the Data Warehouse	✔	Planned												
		Actual							✔					
ITG #041 Revised CLJ Computer Records Retention and Destruction Project	▲	Planned												
		Actual												

Summary of Activities

Major Changes Since Last Report

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

Initiatives & Major Projects Underway

- Superior Court Case Management System Implementation (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Appellate Courts Enterprise Content Management System (ITG #045)
- COTS Preparation Track
- Information Networking Hub (INH)Track

Initiatives or Projects Completed

None.

Initiative or Project Status Changes

Monthly status reporting for the SCDX project is on-hold while Pierce County utilizes web services for two to three months to determine if plans have changed for using additional data exchanges.

Staffing Changes in ISD

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

ISD welcomed the following new staff:

None.

The following employees left ISD:

Marjorie Whitney-Bean, ISD Resource Coordinator, (10/31/2013).

Employees transferring to the SC-CMS Project:

None.

ISD Staff Recognitions

Recognitions

Charlene Allen, Yun Bauer, Jon Bell, AJ Rex, Tracy Wheeler, Les Williams, Meghana Chatti, Nandita Adhia, Janice Winn, and Cherree Dosser received a “Thank You” from a happy customer for the great work on the new accounting reports. Great team work!

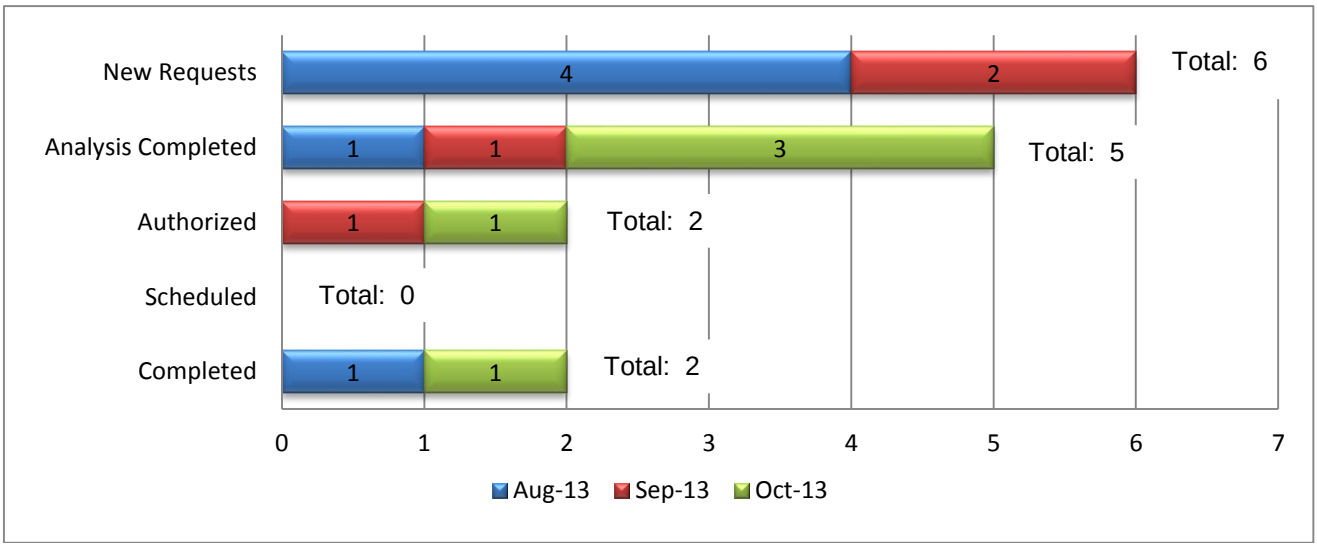
IT Governance Request Status

Completed JIS IT Requests in October 2013

One request was completed in October:
ITG 203 MANDATE Limitations on Juvenile Records Access.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	25
Superior Court Judges Association	5	**Data Management Steering Committee**	0
Washington State Association of County Clerks	7	**Data Dissemination Committee**	1
Washington State Association of Juvenile Court Administrators	3	**Codes Committee**	3
District & Municipal Court Judges Association	5	**Administrative Office of the Courts**	5
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	9
Courts of Limited Jurisdiction	18
Multi Court Level	8

Summary of Activities October 2013

Initiative Summary

COTS Preparation - Restore SCOMIS Cases	
Activities	***Impact/Value***
✓ In this month, case restoration is completed for Columbia, Ferry, Lewis and Okanogan Counties.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Continued to restore cases of Snohomish and King Counties.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Approximately 200,000 cases of Snohomish County were restored this month. There are only around 6000 cases remaining to be restored.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Approximately 1 million cases of King County were restored this month. There are about 400,000 cases still to be restored.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ So far, case restoration is completed for 35 counties.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
Information Networking Hub (INH) Enterprise Data Repository (EDR) Project	
Activities	***Impact/Value***
✓ Work on the EDR was on hold this month, due to the project business analyst and architect being assigned to work on developing an INH implementation strategy presentation for discussion with Tyler and the SC CMS Project Team.	A centrally managed data repository governed by data standards and quality.
Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Continued developing the final set of INH services for Release 1 and move completed services to UAT for QA testing.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Continued to test services previously moved to UAT and resolved bug defects found in testing those services.	Ensures that services work as specified for the accurate exchange of data.
✓ Developed security model for stored procedure calls to the JIS database.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.

Approved JIS Projects Summary

ITG #121 Superior Court Data Exchange	
Activities	***Impact/Value***
✓ Pierce County went live with the planned docket and civil web services on September 30.	Discontinue the dual data entry activities (LINX and SCOMIS) for Civil and Docket Entry functions.

ITG #002 Superior Court - Case Management System Odyssey Implementation	
Activities	***Impact/Value***
✓ Schedule reviewed and updated.	Provide up to date progress.
✓ Continue development of SC-CMS Staffing and Cost Plan.	To ensure ongoing view of project costs and resources and trend for future needs.
✓ Begin work to align AOC schedule to Tyler work plan, following Tyler phase approach.	To provide a single view of overall project progress.
✓ Worked on Deliverable Acceptance Plan.	Ensure process is in place for acknowledging and accepting contract deliverables.
✓ Resumed participation in Inter-Project Coordination Team.	Ensure understanding across AOC major IT initiatives.
Court Business Office	
✓ Completed Odyssey Pre-Design Training.	The pre-design meeting is a pre-requisite training session from Tyler to get the users familiar with Odyssey's functions and in preparation for the 2-week fit assessment meetings.
✓ Completed 2-day accounting workshop with court SMEs.	Accounting/financial functions were included in the final contract. As such and similar to the case management functions, high-level processes and requirements will be documented, base-lined and validated.
✓ Completed the 2-week application fit assessment.	The fit assessment is designed to ensure that the solution meets the needs of the Superior courts. Tyler reviewed the processes/requirements and demonstrated and/or discussed how Odyssey would meet or not meet them. The results from the meeting will be a document deliverable that will describe the gaps and fit.
Technical Team	
✓ Provided the first data conversion snapshot to Tyler.	Allows Tyler to get a two month early start on data analysis for the data conversion effort.
Organizational Change Management Team	
✓ Awaiting the list of impacted agencies from the ISD Maintenance and Operations Manager in order to initiate the process for communicating with external agency partners about the SC-CMS project.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
✓ Initiated the Early Adopter Site selection process. Candidate pool includes six counties previously identified as Pilot Site candidates and eight 'new' counties.	Increase stakeholder buy-in by providing courts and county clerk's offices the opportunity to take part in testing the repeatable implementation process.
✓ Reviewed updated project Frequently Asked Questions (FAQ) with the Project Manager. Awaiting approval from AOC project sponsor.	Increase stakeholder awareness by providing accurate, relevant project information to external stakeholders.
✓ Posted the Town Hall Meeting Schedule (including Business and Technical tracks) on https://inside.courts.wa.gov/SC-CMS and crafted announcement to be sent via Listserv to the superior court judges, county clerks, court administrators, and county commissioners.	Provide external stakeholders the opportunity to increase their awareness of, and to provide feedback on, the SC-CMS project Technical and Business activities.
✓ Created and tested internal SC-CMS Listserv for internal and external audiences.	Increase stakeholder awareness by providing accurate, relevant project information to external stakeholders.
✓ Conducted first SC-CMS General Information Session for AOC Employees	Increase employee awareness by providing them accurate, relevant project information.

✓ Coordinated the Integrations Fit Analysis workshops (AOC-managed systems and Local systems).	Mitigate impacts of SC-CMS implementation by understanding the size and scope of system integrations required to make Odyssey work.
✓ Reviewed project communications strategy proposal with the Project Manager. Awaiting approval from AOC project sponsor.	Increase stakeholder buy-in by providing AOC management and customer-facing staff accurate, timely project communications tools and messages.
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.
✓ Worked with Court Business Office (CBO) to conduct the Court Users Work Group (CUWG) meeting.	As part of the AOC team that put the processes together, the BA's provided assistance when needed for clarification on what is documented in the processes. The BA's continue to assist with the processes as the future state is discussed and documented.
✓ Met with King County staff for training on their current case management systems (October 1 & 3).	Gain knowledge of King County systems to prepare for King County's implementation.
✓ Worked with Tyler to conduct the Business and technical Fit/Gap analysis.	Determine where the Odyssey system will need to be modified, configured or local business process modified to make the solution best fit our court business environment.
✓ Worked with Tyler to conduct and participate in the basic Odyssey training for the CUWG and other identified parties.	Providing an introduction training session on the Odyssey product will help educate the participants in the capabilities and functionality of the system and help with the Fit/Gap analysis.
Help Desk Team	
✓ Continued participating/reviewing/working on Business Process Flows for Current State.	Shared knowledge and understanding between team members.
✓ Attended 2-day Accounting Workshop.	Participated in discussing/reviewing Court's Financial Processes/Financial requirements.
✓ Attended Tyler's 2-day Pre-Design Training.	Acquired knowledge on Tyler's Odyssey Case Management System.
✓ Attended 2- week Tyler Fit Analysis.	Shared knowledge and understanding between team members.
Project Management Team	
✓ Pilot Kickoff for Thurston County Superior Court and County Clerk's office with Tyler.	Project execution.
✓ Prepared Thurston County and Lewis County for Pilot Court expectations and functional fit preparations	Project execution.
✓ Prepared CUWG for Functional Fit Analysis	Project execution.
✓ Prepared AOC and Superior Court and County Clerk Technical teams for Integration fit analysis	Project execution.
✓ Prepared AOC and Superior Court and County Clerk Technical teams for Integration fit analysis.	Project execution.

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

Activities	***Impact/Value***
✓ A draft operational support roles and responsibilities model was developed with the appellate court clerks and presented to the Executive Steering Committee on October 18th.	Improve the efficiency of document management for the Appellate Courts.
✓ Continued discussion with the appellate court clerks and ImageSoft on training relative to post project support.	Improve the efficiency of document management for the Appellate Courts.
✓ ImageSoft' s project kickoff meeting occurred on October 28, 2013.	Improve the efficiency of document management for the Appellate Courts.
✓ Began preparations for the Court of Appeals and Supreme Court business analysis sessions that will be conducted by ImageSoft. Each session will be one week in duration.	Improve the efficiency of document management for the Appellate Courts.
✓ Began review of an early draft of the ImageSoft project schedule.	Improve the efficiency of document management for the Appellate Courts.

✓ Continued requirements analysis for the required changes to JIS Link, current web access to appellate court data, and a new public documents portal.	Improve the efficiency of document management for the Appellate Courts.

ITG #041 Revised CLJ Computer Records Retention and Destruction Process

Activities	***Impact/Value***
✓ Worked with Data Dissemination Administrator Stephanie Happold and Judge Wynne to provide support the JISC -CLJ Policy Workgroup.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Provided business analysis support to developers coding functional requirements detail.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Project Team developers provided support during Legacy Team code review process. Code developed is to apply current and preliminary new rules - add VRV and ETP – to active tables in December (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Provided project status information to JISC/Addressed question regarding approach to retention years by Case/Judgment and permanent retention flag proposal.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

Detailed Status Reports

Status Update Key

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

Initiative Status Reports

COTS Preparation – Restore SCOMIS Cases

Reporting Period through October 31, 2013

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	**IT Project Manager:** Sree Sundaram 360-704-5521 Sree.Sundaram@courts.wa.gov
Business Area Manager(s): Michael Keeling, Operations Manager	**Consultant/Contracting Firm:** N/A

Description:

As a result of the 2009 Administrative Office of the Courts (AOC) Transformation and the Judicial Information System Committee (JISC) approved AOC architecture; the AOC has selected a strategy to acquire Commercial Off The Shelf (COTS) products to support future court needs, when feasible, instead of developing applications in-house.

The Superior Court Case Management System (SC-CMS) Project is expected to be among the first COTS applications to be implemented and supported by AOC Information Services Division (ISD). As the first COTS application, the SC-CMS implementation will also validate many of the AOC preparation assumptions for supporting future COTS produce implementation.

The overall COTS-Preparation (COTS-P) Program implementation is organized into two (2) distinct programs, the "Infrastructure Program", and the "Application Program".

The COTS-P Application Program is composed of the following six sub-projects:

P1 – JIS Link Impacts.
P2 – Data Warehouse Impacts.
P3 – Existing Systems Impacts.
P4 – Existing External Data Exchange Impacts.
P5 – Statewide Reporting Impacts.
P6 - Restore SCOMIS Cases.

Business Benefit:

The COTS-P6 – Restore SCOMIS Cases sub-project will:

- Restore all SCOMIS case data from tape system to disk system in order to make all SCOMIS case data available for immediate access to the new SC-CMS system, and
- Restore all SCOMIS case data from tape system to disk system so that any JIS data base structure changes due to the new SC-CMS system is applied uniformly across all SCOMIS case data.

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

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

Status Notes:

COTS-P Network Capacity/Performance Analysis Progress:

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 4/9/13		**Planned Completion Date:** 1/15/14	
	Actual Start Date: 4/9/13		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ In this month, case restoration is completed for Columbia, Ferry, Lewis and Okanogan Counties.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Continued to restore cases of Snohomish and King Counties.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Approximately 200,000 cases of Snohomish County were restored this month. There are only around 6000 cases remain to be restored.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ Approximately 1 million cases of King County were restored this month. There are about 400,000 cases still to be restored.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
✓ So far, case restoration is completed for 35 counties.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
Activities Planned	**Impact/Value**
° Restore all cases of Whatcom and Franklin counties.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
° Continue to restore the remaining cases of Snohomish and King Counties.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	4/9/13		4/9/13
End Project	1/14/14	1/15/14	

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

Status Reporting on-hold until January 2014. **Reporting Period through NA**

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) 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:

Status reporting for the INH EDR project will be on-hold until January 2014 while the team participates in SC-CMS fit analysis.

Progress

September – 73%

100%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** July 2011		**Planned Completion Date:** 3/18/2015	
	Actual Start Date: July 2011		**Actual Completion:** TBD	

Activities Completed	**Impact/Value**
✓ Work on the EDR is on hold while the team participates in the SC-CMS Fit Analysis.	A centrally managed data repository governed by data standards and quality.

Activities Planned	**Impact/Value**
° Work on the EDR is on hold while the team participates in the SC-CMS Fit Analysis.	A centrally managed data repository governed by data standards and quality.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date

Start Project	1/26/12	1/26/12	1/26/12
Physical Data Design	7/20/12	7/20/12	7/20/12
Logical Modeling	7/20/12	7/20/12	7/20/12
Conceptual Modeling	7/13/12	7/13/12	7/13/12
Conceptual Solution Design	6/21/12	6/21/12	6/21/12
Review Data Model	10/1/12	10/1/12	10/1/12
Iteration 2	9/6/12	9/6/12	9/6/12
System Implementation	10/2/12	10/2/12	10/2/12
Iteration 3	9/6/12	9/6/12	9/6/12
Iteration 1	9/7/12	9/7/12	9/7/12
04-Design	6/7/12	6/7/12	6/7/12
03-Requirements	6/6/12	6/6/12	6/6/12
Update Data Model	10/17/12	10/17/12	10/17/12
End Project	12/19/14	3/18/15	

Information Networking Hub (INH) Middleware Project

Reporting Period through October 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) 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.

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 ☐

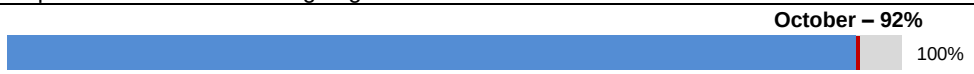
Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes:

The INH Project Team continued to make progress in October developing the final INH services planned for Release 1, in support of the SC-CMS Pilot Courts.

We plan to continue discussions with SC- CMS and Tyler regarding the integration fit analysis. Decisions from the integration fit analysis discussions are expected to provide direction for INH going forward for the next several months.

Progress



Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** January 2012		**Planned Completion Date:** 11/14/2014	
	Actual Start Date: January 2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Continued developing the final set of INH services for Release 1 and move completed services to UAT for QA testing.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Continued to test services previously moved to UAT and resolved bug defects found in testing those services.	Ensures that services work as specified for the accurate exchange of data.
✓ Developed security model for stored procedure calls to the JIS database.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.

Activities Planned	Impact/Value
° Complete development of the last few INH services.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
° Move completed services into User Acceptance Test environment for final testing.	Ensures that services work as specified for the accurate exchange of data.
° Begin work with SC CMS Project Team and Tyler as part of the integration fit analysis of the INH services and the Odyssey application.	Ensures INH data exchanges work with Odyssey.

Milestones Planned and Accomplished

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

ITG #121 Superior Court Data Exchange

Reporting Period Through October 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:

Check back with Pierce County in February 2014 to determine whether plans have changed for using additional data exchanges. Evaluate the work effort reduction realized with the elimination of docket and civil cases dual entry in LINX and SCOMIS.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule SCDX	**Original Start Date:** 1/2/2011	**Original Completion Date:** 7/1/2012
	Planned Start Date: 1/2/2011	**Planned Completion Date:** 9/28/2013
	Actual Start Date: 1/2/2011	**Actual Completion Date:**
Schedule Increment 1	**Original Start Date:** 8/29/2011	**Original Completion Date:** 1/31/2012
	Planned Start Date: 8/29/2011	**Planned Completion Date:** 8/29/2012
	Actual Start Date: 8/29/2011	**Actual Completion Date:** 8/29/2012
Schedule Increment 2	**Original Start Date:** 1/2/2012	**Original Completion Date:** 3/30/2012
	Planned Start Date: 2/1/2012	**Planned Completion Date:** 11/16/2012
	Actual Start Date: 2/1/2012	**Actual Completion Date:**
Schedule Increment 3	**Original Start Date:** 6/12/2012	**Original Completion Date:** 11/2/2012
	Planned Start Date: 6/12/2012	**Planned Completion Date:** 12/21/2012
	Actual Start Date: 6/12/2012	**Actual Completion Date:**
Schedule Increment 4	**Original Start Date:** 6/12/2012	**Original Completion Date:** 2/8/2013
	Planned Start Date: 8/1/2012	**Planned Completion Date:** 9/28/2013
	Actual Start Date: 8/1/2012	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Pierce County went live with the planned docket and civil web services on September 30.	Discontinue the dual data entry activities (LINX and SCOMIS) for Civil and Docket Entry functions.
Activities Planned	**Impact/Value**
° Support Pierce County, King County, and other customers as they start consuming services.	Support Pierce County's state wide data requirement needs in SCOMIS.
° Produce a lessons learned document.	Capture lessons to apply to similar projects in the future.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/27/10		
Superior Court Data Exchange (SCDX) Project	5/28/13	7/26/13	
Develop SCDX Project Documentation		6/24/13	
Increment 2 QA Acceptance Testing		1/18/13	1/18/13
Production Web Services: Perform AOC QA Testing		5/11/13	
Release 3 QA Triage, Defect, and Regression Testing (INC2)		2/25/13	3/8/13
Release 4 QA Triage, Defect, and Regression Testing (INC3)		4/24/13	
Release 4A Docket Services Sequence Modification		3/29/13	
Release 5 QA Triage, Defect, and Regression Testing (INC4)		4/30/13	
Release 6 QA Triage, Defect, and Regression Testing		5/22/13	
Release 7 QA Triage, Defect, and Regression Testing		7/11/13	
SCDX Production Increment 1 Complete		5/14/12	5/14/12
Develop SCDX Project Documentation (Business Capability Requirements)	8/23/12	10/11/12	10/11/12
End Project	5/28/13	9/28/13	

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

Reporting Period Through October 31, 2013

Executive Sponsor(s)	**IT Project Manager:**
Judge Charles Snyder, President Superior Court Judges Association (SCJA) *Sonya Kraski, President* Washington State Association of County Clerks (WSACC) *Jeff Amram, President* Association of Washington Superior Court Administrators (AWSCA)	Maribeth Sapinoso, PMP maribeth.sapinoso@courts.wa.gov **Consultant/Contracting Firm:** MTG (Management Technology Group) Bluecrane, Inc. **Business Manager** Vonnie Diseth, AOC- CIO/ISD Director Dirk Marler, AOC-JSD Director

Description:
The Superior Court Case Management System (SC CMS) Odyssey Implementation Project is intended to implement Tyler Technology, Inc. software application "Odyssey" enabling the AOC to support the business functions of state superior courts and county clerks in all 39 Superior Courts in the state. The SC CMS Odyssey solution will specifically support calendaring and caseflow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

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

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

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

Status Notes:

Progress

October - 18%

100%

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

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

Activities Completed	**Impact/Value**
Schedule Management	
✓ Schedule reviewed and updated.	Provide up to date progress.
✓ Continue development of SC-CMS Staffing and Cost Plan.	To ensure ongoing view of project costs and resources and trend for future needs.
✓ Begin work to align AOC schedule to Tyler work plan, following Tyler phase approach.	To provide a single view of overall project progress.
✓ Worked on Deliverable Acceptance Plan.	Ensure process is in place for acknowledging and accepting contract deliverables.
✓ Resumed participation in Inter-Project Coordination Team.	Ensure understanding across AOC major IT initiatives.
Court Business Office	

✓	Completed Odyssey Pre-Design Training.	The pre-design meeting is a pre-requisite training session from Tyler to get the users familiar with Odyssey's functions and in preparation for the 2-week fit assessment meetings.
✓	Completed 2-day accounting workshop with court SMEs.	Accounting/financial functions were included in the final contract. As such and similar to the case management functions, high-level processes and requirements will be documented, base-lined and validated.
✓	Completed the 2-week application fit assessment.	The fit assessment is designed to ensure that the solution meets the needs of the Superior courts. Tyler reviewed the processes/requirements and demonstrated and/or discussed how Odyssey would meet or not meet them. The results from the meeting will be a document deliverable that will describe the gaps and fit.
Technical Team		
✓	Provided the first data conversion snapshot to Tyler.	Allows Tyler to get a two month early start on data analysis for the data conversion effort.
Organizational Change Management Team		
✓	Awaiting the list of impacted agencies from the ISD Maintenance and Operations Manager in order to initiate the process for communicating with external agency partners about the SC-CMS project.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
✓	Initiated the Early Adopter Site selection process. Candidate pool includes six counties previously identified as Pilot Site candidates and eight 'new' counties.	Increase stakeholder buy-in by providing courts and county clerk's offices the opportunity to take part in testing the repeatable implementation process.
✓	Reviewed updated project FAQ with the Project Manager. Awaiting approval from AOC project sponsor.	Increase stakeholder awareness by providing accurate, relevant project information to external stakeholders.
✓	Posted the Town Hall Meeting Schedule (including Business and Technical tracks) on https://inside.courts.wa.gov/SC-CMS and crafted announcement to be sent via Listserv to the superior court judges, county clerks, court administrators, and county commissioners.	Provide external stakeholders the opportunity to increase their awareness of, and to provide feedback on, the SC-CMS project Technical and Business activities.
✓	Created and tested internal SC-CMS Listserv for internal and external audiences.	Increase stakeholder awareness by providing accurate, relevant project information to external stakeholders.
✓	Conducted first SC-CMS General Information Session for AOC Employees	Increase employee awareness by providing them accurate, relevant project information.
✓	Coordinated the Integrations Fit Analysis workshops (AOC-managed systems and Local systems).	Mitigate impacts of SC-CMS implementation by understanding the size and scope of system integrations required to make Odyssey work.
✓	Reviewed project communications strategy proposal with the Project Manager. Awaiting approval from AOC project sponsor.	Increase stakeholder buy-in by providing AOC management and customer-facing staff accurate, timely project communications tools and messages.
Business Analyst Team		
✓	Contributed to the review of the court business processes being conducted by the Court Business Office team.	Share knowledge and understanding between team members.
✓	Worked with Court Business Office to conduct the Court Users Work Group (CUWG) meeting.	As part of the AOC team that put the processes together, the BA's provided assistance when needed for clarification on what is documented in the processes. The BA's continue to assist with the processes as the future state is discussed and documented.
✓	Met with King County staff for training on their current case management systems (October 1 & 3).	Gain knowledge of King County systems to prepare for King County's implementation.
✓	Worked with Tyler to conduct the Business and technical Fit/Gap analysis.	Determine where the Odyssey system will need to be modified, configured or local business process modified to make the solution best fit our court business environment.
✓	Worked with Tyler to conduct and participate in the basic Odyssey training for the CUWG and other identified parties.	Providing an introduction training session on the Odyssey product will help educate the participants in the capabilities and functionality of the system and help with the Fit/Gap analysis.
Help Desk Team		
✓	Continued participating/reviewing/working on Business Process Flows for Current State.	Shared knowledge and understanding between team members.

✓ Attended 2-day Accounting Workshop.	Participated in discussing/reviewing Court's Financial Processes/Financial requirements.
✓ Attended Tyler's 2-day Pre-Design Training.	Acquired knowledge on Tyler's Odyssey Case Management System.
✓ Attended 2- week Tyler Fit Analysis.	Shared knowledge and understanding between team members.
Project Management Team	
✓ Pilot Kickoff for Thurston County Superior Court and County Clerk's office with Tyler.	Project execution.
✓ Prepared Thurston County and Lewis County for Pilot Court expectations and functional fit preparations.	Project execution.
✓ Prepared CUWG for Functional Fit Analysis.	Project execution.
✓ Prepared AOC and Superior Court and County Clerk Technical teams for Integration fit analysis.	Project execution.
✓ Prepared AOC and Superior Court and County Clerk Technical teams for Integration fit analysis.	Project execution.
Activities Planned	**Impact/Value**
Schedule Management	
° Continue Schedule tracking and updating.	Keep schedule current and relevant.
° Continue detailed analysis of proposed Vendor work plan.	More meaningful information for reporting and for trend analysis.
Court Business Office	
° Preparing and planning for Tyler Integration Fit Assessment scheduled for Nov 4-15.	The integration fit assessment is designed to examine the information exchanges (statewide and locally) that are in scope of the project.
° Compile "parking lot" items from the application fit assessment meetings.	The project team captured notes, issues, and questions from the application fit assessment meetings. This information will be compiled into a document and will be shared with Tyler and the meeting participants. Items from the parking lot will generate items for discussion at the CUWG meetings.
° Develop accounting current-state process models based on the 2-day accounting workshops.	Developing the current-state processes will provide the project a reference point for the transition to the Odyssey accounting functionality.
° Continuing "as-is" process model creation and documentation.	Developing the "as-is" process models provides the project team and the CUWG a reference point for developing the future state processes for the superior courts.
° Prepare for the next CUWG meeting. Due to overlapping events, the November meeting is canceled and a December date is being determined.	The Court User Work Group, as recommended from the feasibility study, will provide process guidance to the development of a baseline configuration and appropriate packages for deployment.
Organizational Change Management Team	
° Gain project sponsor approval on project communications strategy proposal.	Increase stakeholder buy-in by providing AOC management and customer-facing staff accurate, timely project communication tools and messages.
° Receive list of external agencies from ISD Maintenance and Operations Manager in order to initiate the strategy and process for communicating court process changes to external agencies.	Increase stakeholder buy-in by providing AOC management and customer-facing staff accurate, timely project communications tools and messages.
° Gain project sponsor approval on updated project FAQ.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
° Complete Early Adopter Selection process. Provide scoring information to Project Steering Committee to make final decision.	Increase stakeholder buy-in by providing courts and county clerk's offices the opportunity to take part in testing the repeatable implementation process.
° Facilitate the first Business Track Town Hall Meeting.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
° Develop fact sheet and talking points for AOC directors and superior court judges to use with legislators during the upcoming Leg session.	Increase legislators' awareness of the project's benefit to the superior court and county clerk community and the Return on Investment.
° Update project SharePoint, Extranet, and public web sites.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.

° Support the execution of the Integrations Fit Analysis workshops.	Mitigate impacts of SC-CMS implementation by understanding the size and scope of system integrations required to make Odyssey work.
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.
° 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.
° Work with Court Business Office to prepare for the September Court Users Work Group (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 Monthly Court User Workgroup meeting.	Share and consume information that will help enable a successful implementation of the SC-CMS effort.
° Participate in on line Odyssey LMS training.	By performing the basic on-line LMS training of Odyssey, we will be better prepared for the two-day training session (see 5 above) and gain greater value from the training and cover more material.
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.
° Work with Tyler team to prepare key planning documents: the Project Management Plan and the Core Training Plan.	Project planning.
° Prepare for the review and certification of the Equipment acquisition and infrastructure build.	Project planning.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
Project Start	7/25/2013		7/25/2013
General Implementation Preparation Tasks	12/31/13		
Project Finish	2/1/2019		

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

Reporting Period through October 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.

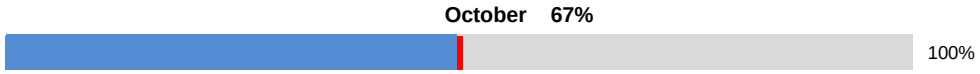
Business Drivers				
	Improve Decision Making X	Improve Information Access X	Improve Service or efficiency X	Manage Risks ☐
	Maintain the business ☐	Manage the costs X	Increase organizational capability X	Regulatory compliance or mandate ☐

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:** September 30, 2015
	Actual Start Date: Aug 2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ A draft operational support roles and responsibilities model was developed with the appellate court clerks and presented to the Executive Steering Committee on October 18th.	Improve the efficiency of document management for the Appellate Courts.
✓ Continued discussion with the appellate court clerks and ImageSoft on training relative to post project support.	Improve the efficiency of document management for the Appellate Courts.
✓ ImageSoft's project kickoff meeting occurred on October 28, 2013.	Improve the efficiency of document management for the Appellate Courts.

✓ Began preparations for the Court of Appeals and Supreme Court business analysis sessions that will be conducted by ImageSoft. Each session will be one week in duration.	Improve the efficiency of document management for the Appellate Courts.
✓ Began review of an early draft of the ImageSoft project schedule.	Improve the efficiency of document management for the Appellate Courts.
✓ Continued requirements analysis for the required changes to JIS Link, current web access to appellate court data, and a new public documents portal.	Improve the efficiency of document management for the Appellate Courts.
Activities Planned	**Impact/Value**
° The project management plan is due from ImageSoft on November 8, 2013. AOC and the appellate courts will conduct acceptance review.	Improve the efficiency of document management for the Appellate Courts.
° The Court of Appeals business analysis session will occur during the week of November 18th at the Red Lion in SeaTac.	Improve the efficiency of document management for the Appellate Courts.
° Finalize the list of training attendees and the method to be used to supply the training. Get the training scheduled.	Improve the efficiency of document management for the Appellate Courts.
° Continue requirements analysis for the required changes to JIS Link, current web access to appellate court data, 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	9/30/15	

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through October 31, 2013

Executive Sponsor(s)	**IT Project Manager:**
Judge Thomas Wynne, Chair JISC Data Dissemination Committee (DDC) *Judge David Svaren, President* District and Municipal Court Judges Association (DCMJA) *Ms. Aimee Vance, 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:
Completed Code Review (limited staff to review; it took until Oct 24). Next is an intensive Unit Testing stage by developers in an environment with a great deal of data to fully verify the functionality.

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

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 DDC policy draft or efforts to refine the proposed changes.

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

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

Progress : **October – 75%** 100%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** Current effort: April 23, 2012		**Planned Completion Date:** September 10, 2014	
	Actual Start Date: April 23, 2012		**Actual Completion Date:** TBD	

Activities Completed	Impact/Value
✓ Worked with Data Dissemination Administrator Stephanie Happold and Judge Wynne to provide support the JISC -CLJ Policy Workgroup.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Provided business analysis support to developers coding functional requirements detail.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Project Team developers provided support during Legacy Team code review process. Code developed is to apply current and preliminary new rules - add VRV and ETP – to active tables in December (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Provided project status information to JISC/Addressed question regarding approach to retention years by Case/Judgment and permanent retention flag proposal.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Work with new Data Dissemination Administrator, Stephanie Happold, and Judge Wynne to provide support for the DDC Policy update.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Set up and make available environment with a full set of case data - Developer begin Unit Testing. Unit Testing will take approximately 30 days. Code developed is to apply current and preliminary new rules - add VRV and ETP - to active tables in December (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Schedule Steering Committee meeting on project next steps and deployment strategy approval/ court selection (if approved by Steering Committee).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Business analysis support to developers coding functional requirements detail as a result of JISC Decision on Oct 25.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Update Project Reporting and Project Management Plan to include education/training preparation, onboarding plan, and pilot court deployment plan.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Start Project	8/1/11	8/1/11	8/1/11
Develop Technical Design/Produce Non-Functional Requirements Document	3/12/13	4/11/13	4/11/13
Deploy Iteration 1 to Production	11/13/13	11/13/13	
Approval of Non-Functional Requirements by AOC Management (Restore Process)	10/7/13	10/7/13	
Develop & Validate Code – Iteration 2 All New Rules	2/14/14	2/14/14	
Deploy Iteration 2 to Production	5/22/14	5/22/14	
Development complete	5/22/14	5/22/14	
Phase V – New Process Acceptance/On-going Planning	7/3/14	7/3/14	
Phase VI – Project Close Completed	7/3/14	7/3/14	
End Project	7/3/14	9/10/14	

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

William Cogswell, ISD Associate Director

Through October 31, 2013

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

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

Activities Completed	Impact/Value
Portfolio Coordinator/Service Delivery	
✓ Coordinated IT Governance (ITG) requests through the ITG process – see October 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.
✓ Assisted in preparation of planning information for CIO to present at October JISC Meeting.	Project planning and resource capacity information will provide management with information to plan work and resource requirements for the next 2 years.
Release/Change Management	
✓ Participated in Information Technology Governance Refresher Course.	Foster a true partnership between Information Technology and the Court Community Business Partners.
✓ Participated in the 2nd Annual Washington State Government Lean Transformation Conference.	Explore LEAN Processes to support AOC initiatives for process improvement.
Security	
✓ Participated in weekly System Availability meeting.	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
✓ Participated in Security Team weekly meetings.	Support Agency Director, CIO, ISD Associate Director and ISD OPS Manager in Security Enhancement efforts.
✓ Participated in multiple Cyber Security sessions.	Education and information sharing on WA State CYBER and CYBER Incident Response activities. Become more aware of CYBER Resources available to AOC during a CYBER incident.
✓ Information Security Officer Interview panel member.	Hire vacant AOC Information Security Officer position in support of all Agency Security Requirements.
✓ Participated in meeting with WA State Military Dept. CIO and ISD OPS Manager. 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.
Organizational Change Management	
✓ Continue supporting the ISD policy review and development process and meetings.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
✓ Continue participating in the AOC Respectful Workplace Workgroup.	Develop rules to define how AOC staff interacts with each other.
✓ Facilitate ISD Leadership Team strategic planning sessions in October.	Contributes to ISD Strategic and Tactical planning.

✓ Plan, prepare, and deliver communications about security changes.	Create awareness of security changes that will be impacting users. Provide a contact for help if needed.
Business Liaison	
✓ Worked with AOC staff on developing security upgrades to have the least impact on court users, and on communicating the changes to external customers.	Including consideration of customer business needs in the development of security changes, as well as careful and thorough communication of the changes, minimizes the negative impact of security upgrades on customers.
✓ Worked with the project team, Steering Committee, other stakeholders, and AOC staff on the Computer Records Retention and Destruction project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
✓ Worked with the project team, Steering Committee, other stakeholders, and AOC staff on the Plain Paper/Comments Line on Warrants project.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
✓ Coordinated the stakeholder input process for customers on ISD projects and IT Governance requests.	Direct customer input on IT projects helps ensure a successful project outcome.
✓ Prepared for October JISC meeting.	Thorough preparation for JISC meetings enables AOC staff to be better prepared and address emerging issues before each meeting. Addressing questions ensures that committee members are fully informed.
✓ Provided information on ISD projects and activities to District and Municipal Court Judges' Association, District and Municipal Court Management Association, Misdemeanant Corrections Association other stakeholder groups on IT activities relating to courts of limited jurisdiction.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
✓ Worked with Superior Court Case Management System (SC-CMS) project team, SC-CMS Management Advisory team, RFP Steering Committee and Court Business Office (CBO) to further the SC-CMS efforts.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ Worked with the Organizational Change Management (OCM) team on communications and talking points for the SC-CMS project.	Helping to provide a consistent message around the SC-CMS project to both internal and external stakeholders will help support the success of the project.
✓ Provided updates and reports to Superior Court Judges Association (SCJA), Association of Washington State Court Administrators (AWSCA), Washington Association of County Clerks (WACC), and Washington Association of Juvenile Court Administrators (WAJCA) on IT activities relating to the superior courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
✓ Worked to address issues on concerns regarding IT Governance requests from customer groups.	Customers who understand the ITG process are better positioned to understand how AOC works through ITG requests and how they are prioritized and scheduled.
✓ Worked with Thurston County to prepare local implementation costs for SC-CMS Project Steering Committee discussions.	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.
✓ Continued participation in ECMS project meetings; attend ECMS Executive Steering Committee meetings. Attended the ECMS Project Kick-Off meeting.	Delivers a product that will meet the Court of Appeal's business needs.
✓ Created Appellate Court reports from RightNow ticket information; will be compiling a monthly update for distribution to the Clerks.	Provides an overview of problems that have been reported to the AOC Service Desk by Appellate Court staff; the report identifies outstanding problems for resolution.
✓ Finalized the Appellate Court Level User Group Charter; the Charter was reviewed and approved by the ACLUG members on October 18, 2013.	The Charter clearly defines the parameters of the ACLUG and its members; it also fulfills a requirement to the JISC.
Activities Planned	**Impact/Value**
Portfolio Coordinator/Service Delivery	
° Coordinate ITG requests through the ITG process.	The IT Governance process provides visibility, transparency and an investment selection method for new IT requests across the court community.
° Prepare monthly portfolio management reports.	The IT Portfolio process provides visibility, research and information on current and planned IT investments.

Security	
° 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.
° Continued participation in Security Team weekly meetings.	Support ISD Associate Director and ISD OPS Manager in Security Enhancement efforts.
° 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.
Release/Change Management	
° Continued participation in System Availability Meetings.	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
° Develop Change and Release Calendar support documentation.	Provide framework & procedure for supporting the Change and Release Calendar.
° Continue development of automated Release Notes Process.	Increased efficiency & reduced process time in support of Software Release Notes for external customer consumption.
° Software Development Life Cycle Tool Evaluation.	Continued evaluation of Release Tool which may increase efficiency in Release & Deployment Management processes.
° Assist Portfolio Coordinator in developing a proposal to incorporate Software Tools into the IT Portfolio.	Deliver a single, up-to-date, and easily accessible list of Software Tools and related information to inform decision making.
° Assist Portfolio Coordinator in developing a proposal to incorporate time reporting for application support in the IT Portfolio.	Ability to determine the ongoing cost of operation for an application and support resource capacity planning and usage.
° Coordinate with WA State Enterprise LEAN Consultant.	Explore LEAN Processes to support AOC initiatives for process improvement.
Organizational Change Management	
° Continue supporting the ISD policy review and development process and meetings.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
° Continue participating in the AOC Respectful Workplace Workgroup.	Develop rules to define how AOC staff interacts with each other.
° Facilitate ISD Leadership Team strategic planning sessions in October.	Contributes to ISD Strategic and Tactical planning.
° Plan, prepare, and deliver communications about security changes.	Create awareness of security changes that will be impacting users. Provide a contact for help if needed.
Business Liaison	
° Continue to coordinate the stakeholder input process for customers on ISD projects.	Direct customer input on IT projects helps ensure a successful project outcome.
° Provide updates and reports to associations and other stakeholder groups on IT activities relating to courts of limited jurisdiction.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
° Continue monitoring progress and provided input on ISD projects on behalf of customer groups.	Communicating customer perspective on ISD projects helps ensure that system changes meet customer needs.
° Continue staffing CLJ and multiple court level IT governance groups.	Assisting IT governance groups with the process enhances their ability to focus on decision making.
° Continue to assist customers and AOC staff with troubleshooting customer issues that arise.	Assisting customers with issues builds relationships and customer confidence in AOC and ISD.
° 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.
° Attend SC-CMS Project Steering Committee Meetings.	Provide support for committee to effectively carry out their decision processes for the SC-CMS project.
° 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 both stakeholders and project team informed, improving credibility and trust.
° Provided updates and reports to associations on IT activities relating to superior courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
° Participate in projects and programs as a customer liaison, providing a customer perspective.	Ensuring that the customer perspective is considered and heard on customer impacting projects is essential to delivering a solution that meets the needs of our customers.

° 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.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through October 31, 2013

Includes: Enterprise Architecture, Solutions Management and Business Analysis

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

Activities Completed	Impact/Value
✓ Enterprise architecture perspective was provided to the JIS Codes Committee and staff in preparation for their monthly meeting.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ Court User Work Group (CUWG): AOC's representative to the CUWG worked through Tyler's on-line Learning Management System (LMS), participated in two-day pre-design training conducted by Tyler, and participated in two-week business fit analysis sessions.	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: Analysis (corresponding to the third version of the request) was completed and submitted to the Service Delivery Coordinator for Operations Control Board (OCB) action in early November.	Implementation of 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.
✓ SC-CMS Pilot Rollout Technical Options: Solutions Architects traveled to Texas for on-site discussions with Tyler's technical team in order to deepen AOC's understanding of options for implementing Odyssey in the JIS integrated environment.	A technical approach that directly serves a successful SC-CMS pilot, but which is mindful of the broader enterprise landscape, will best position AOC and the courts for the application transitions and the necessary integration of the next several years.
✓ SC-CMS Integration Impact Analysis: Recommendations, as discussed with Tyler in late August, were analyzed for impacts on current business functions in existing applications. This yielded recommendations for work efforts to be launched to secure a successful enterprise transition.	A technical approach that directly serves a successful SC-CMS pilot, but which is mindful of the broader enterprise landscape, will best position AOC and the courts for the application transitions and the necessary integration of the next several years.
Activities Planned	**Business Value**
✓ Court User Work Group (CUWG): In November, the CUWG will participate in Tyler's two-week integration fit analysis (November 4-15).	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).
✓ SC-CMS Pilot Rollout Technical Options: Strategy-development and planning for integration will continue in November.	A technical approach that directly serves a successful SC-CMS pilot, but which is mindful of the broader enterprise landscape, will best position AOC and the courts for the application transitions and the necessary integration of the next several years.
✓ SC-CMS Integration Impact Analysis: Architects will be participating in Tyler's 2-week Integration Fit Analysis to be conducted in November.	A technical approach that directly serves a successful SC-CMS pilot, but which is mindful of the broader enterprise landscape, will best position AOC and the courts for the application transitions and the necessary integration of the next several years.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through October 31, 2013

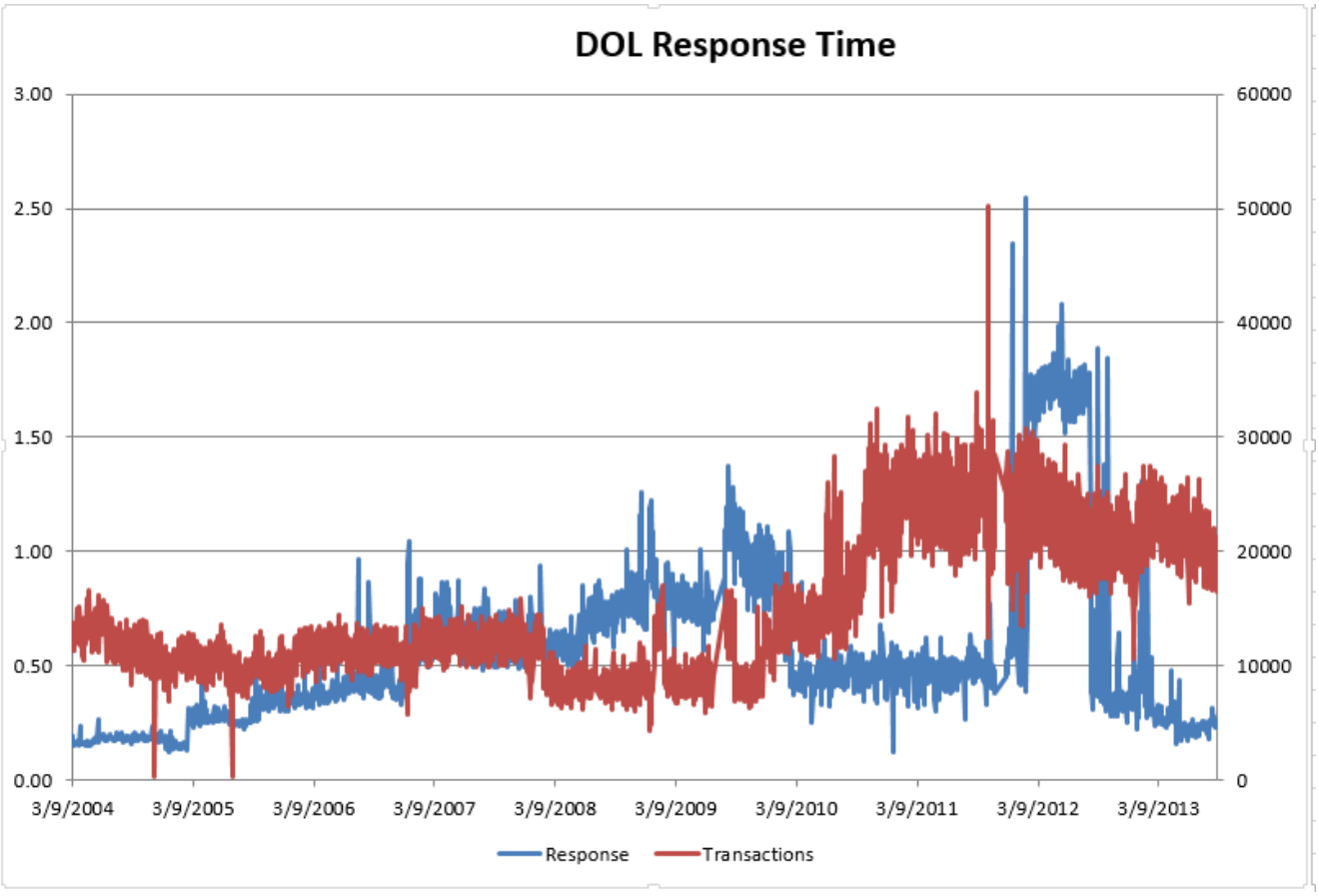
Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit

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
✓ Completed the Fall JIS Disaster Recovery test on September 13-14, 2013. The test exceeded expectations and staff are doing an outstanding job preparing for an actual disaster.	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. Software has been installed since June 2012, waiting for testing.	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. Software has been installed since June 2013, waiting for testing.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Encrypting the hard drives on all AOC laptops has started. Over 99% of the AOC laptops have been encrypted. Stage 1 has been completed, now migrating to Stage 2 where the user must enter their password to decrypt the laptop for usage.	Reduces the security risk if AOC laptops come into the wrong hands.
✓ Waiting for testing of WebSphere 8.5, which is the application server used by ACORDS, CAPS, and JABS. Product installed June 2013 and is being tested.	Maintaining current and supported software levels ensures users are able to continue to work.

Various reports:

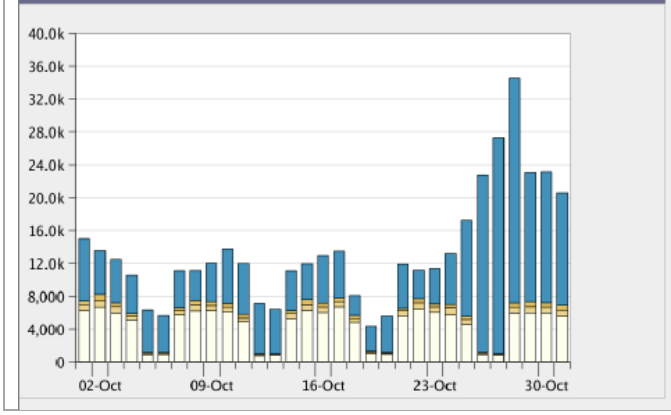
DOL Transactions and Response Times:



During the last 30 days, Spam Filtering prevented 251,043 e-mails from entering the system. Only 141,344 (33%) were valid e-mails. The charts below are generated by IronPort.

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

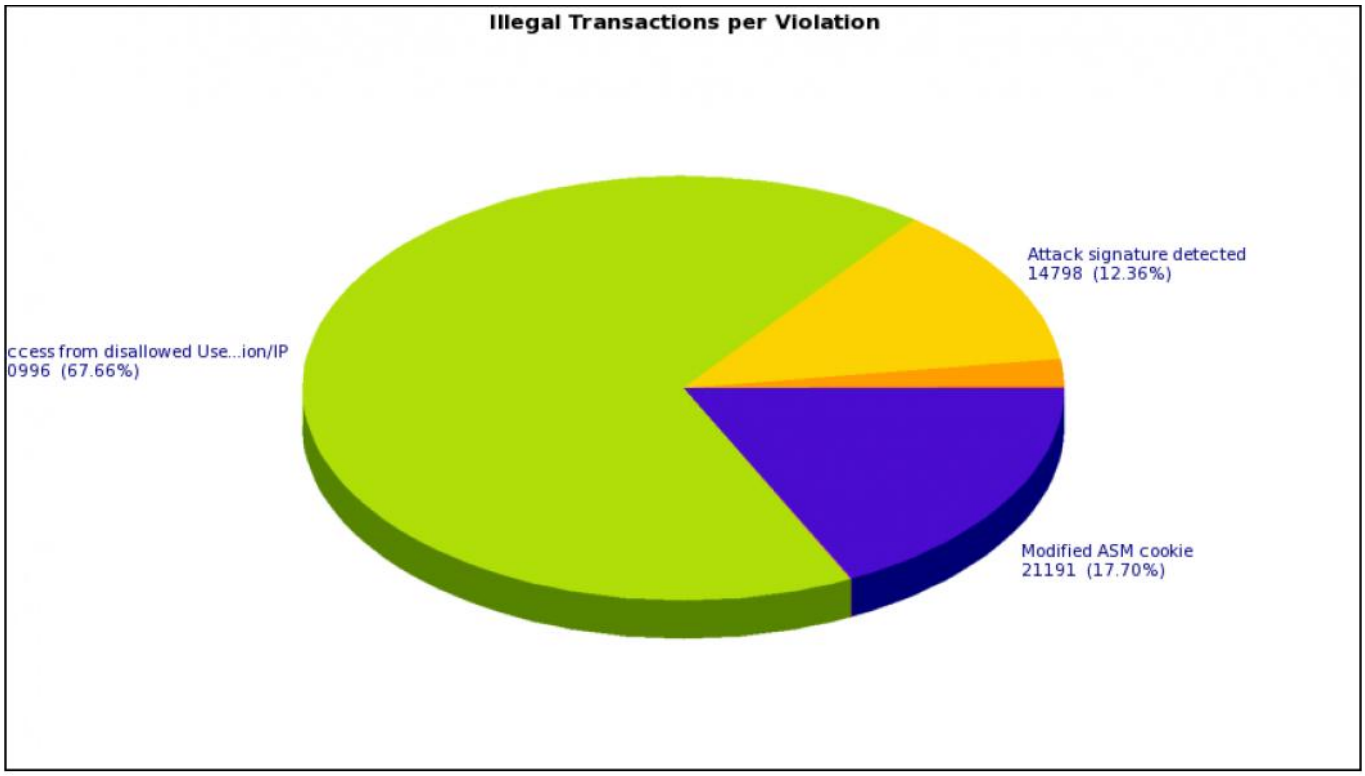
Incoming Mail Graph



Incoming Mail Summary

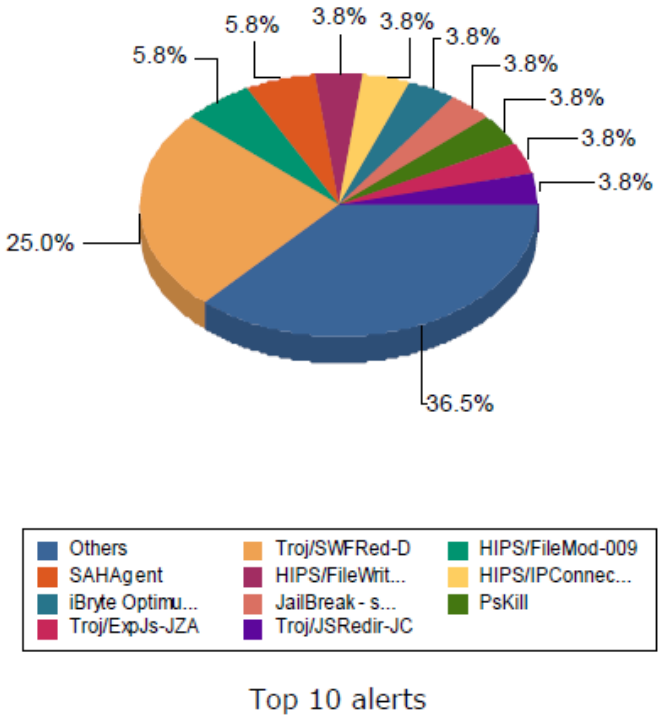
Message Category	%	Messages
Stopped by Reputation Filtering	59.6%	251,043
Stopped as Invalid Recipients	0.0%	0
Spam Detected	2.9%	12,300
Virus Detected	0.0%	17
Stopped by Content Filter	3.9%	16,222
Total Threat Messages:	**66.4%**	**279,582**
Clean Messages	33.6%	141,344
Total Attempted Messages:		**420,926**

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

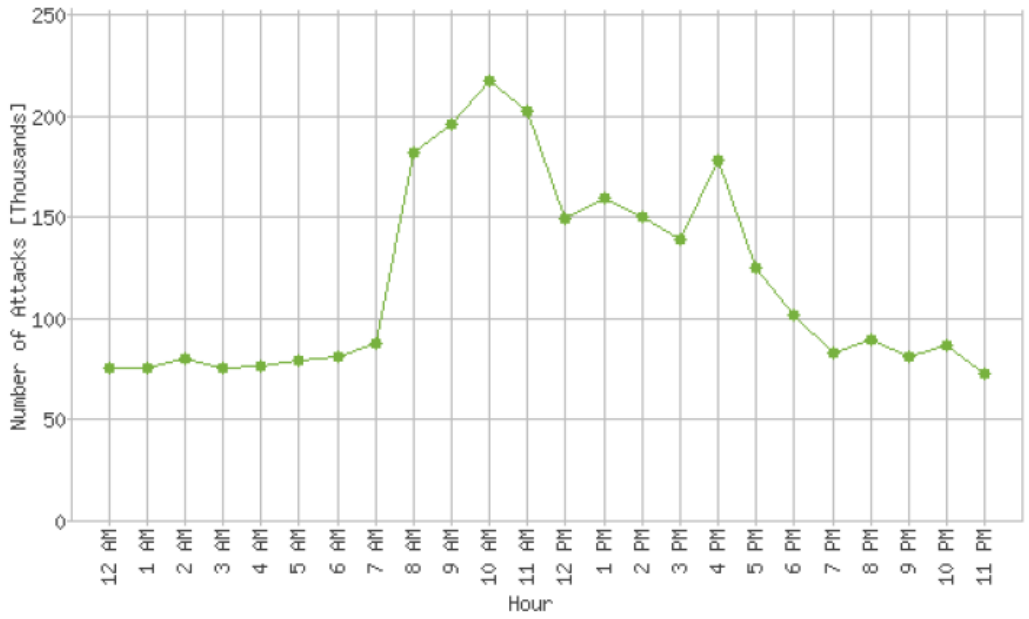


SECURITY REPORT

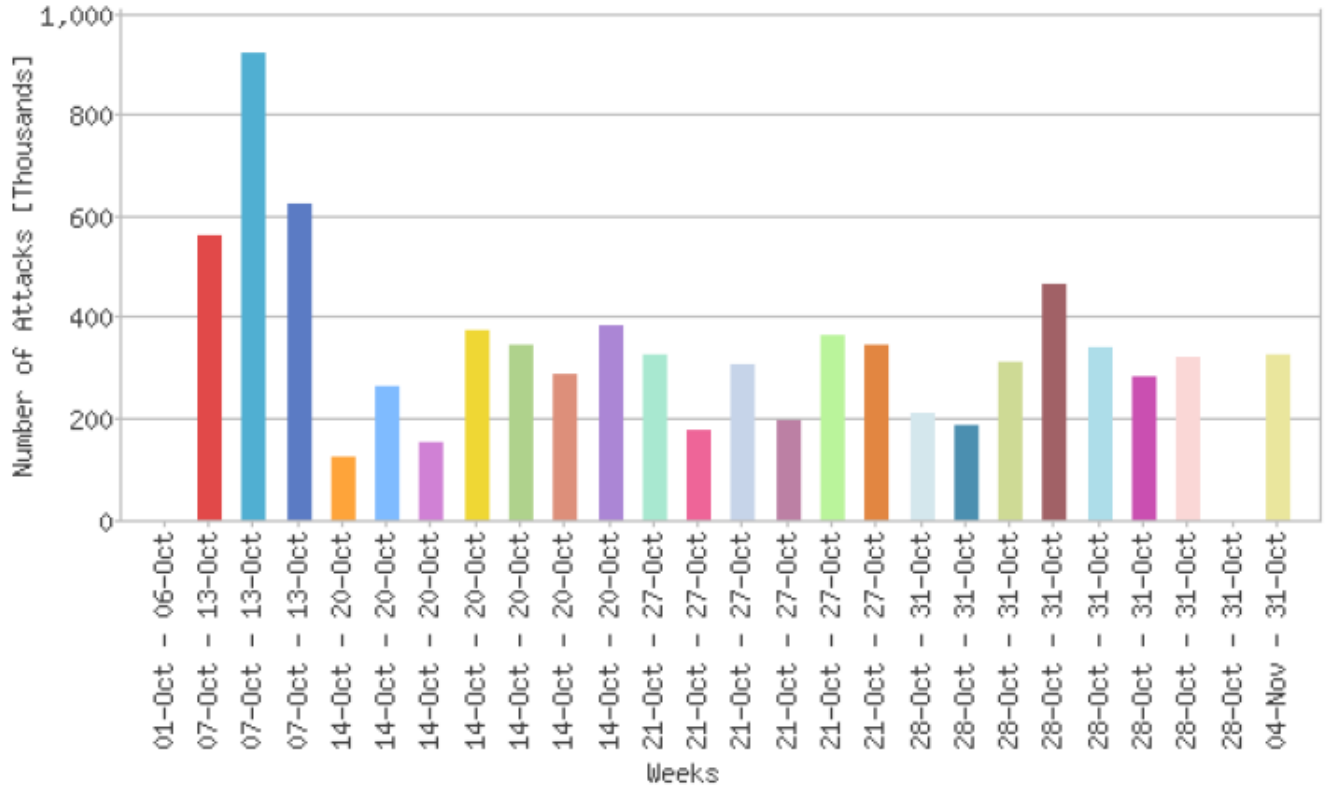
Virus's prevented by AOC filters



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



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



Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through October 31, 2013

Includes: Data Warehouse Unit, Data Exchange/Development Unit, and Data Quality & Governance 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	
✓	SC-CMS review with vender.	Provide input to the vender for Data warehouse needs.
✓	Caseload Changes.	Provide data requirements.
✓	AP Detail Report.	SC-CMS request
✓	Changed coding for mappings to extract first 88 tables.	Provide data and mappings for SC-CMS conversion process.
✓	Drafted unit test plans for vehicle license registered owner address.	Provide data requirements.
✓	Three days of class on SQL Server Data Warehouse solution Business Intelligence.	Preparation for SC-CMS reporting tool.
✓	Two day training class for Business Analysis.	Additional knowledge for gather requirements.
✓	Completed universe clean-up for customer use.	Provide data requirements.
✓	Completed cleaning up reports to match changes in the universe.	Provide data requirements.
✓	Reviewing vender solutions for upgrade to BOXI 4.1.	Provide additional features for the reporting tool.
✓	Accounting universe testing.	Provide data requirements.
✓	ESHB 1291 accounting report implementation.	Provide data requirements.
✓	Quarterly time-in-process report for Court of Appeals.	Provide data requirements
✓	NCSC's Court Statistics Project.	Provide business and data requirements.
✓	Appellate case management report requests from Court of Appeals and Supreme Court.	Provide data requirements.
✓	Continued to work on ITG181, extracting the Superior Case data for Kitsap.	Provide one time data load. ITG involves nightly updates for aiSmartBench tool.
✓	Completed 15 New report or enhancement requests.	Provided customer solution.
✓	Completed 24 new or updated user requests.	Provided customer solution.
✓	Completed 2 legislation requests.	Provided customer solution.
✓	Completed 8 data dissemination requests.	Provided customer solution.
	Data Exchange/Development Unit	
✓	Deployed one new INH build for QA testing.	Completed first round development of all but one of the INH services.
✓	Supported QA testing effort for INH services.	Help with completing the QA testing of the first and second releases of INH services.

✓ Continue development of the last INH service for QA testing.	Helps to complete the development of all 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 resolve problems in Production for the Case Docket service and File Civil case service they have consumed.	Support Pierce County to streamline messaging in Production.
✓ Resolved a Production Issue with respect to updating Sealed Cases, identified by Pierce County, and developed a code fix.	Help resolve Production issues for Pierce County.
✓ Support Pierce County for resolving issues with Sealed Case they identified in Production and to support their testing effort in QA related to the fix.	Helped Pierce County to streamline messaging in Production with respect to updating Sealed Cases.
✓ Collaborated and coordinated with Pierce County and helped them streamline messaging in Production.	Helped Pierce County to stabilize their Production messaging process.
✓ Started dialogue with Tyler to get an understanding of the integration/interaction of SCDX/INH web services with the Odyssey application.	Helps integrate Odyssey application with the rest of AOC's applications.
✓ Worked with the Data Dissemination to come up with a short term solution for security around INH Get services.	Helps CMS to transact messages through INH.
Data Quality and Governance	
✓ Perform database design reviews.	Change management of data designs.
✓ Support Foreign Key Analysis Project.	Analyze and document issues related to validation rule and data dictionary inconsistencies that need deeper analysis and/or cleanup.
✓ Facilitate upgrade of version 9.5 of ER/Studio.	Support for DB2 version 10 and SQL Server 2012 constructs in data designs.
Data quality assessment: ✓ 2013 JIS data sample has been frozen (~300 tables), converted to SAS files and merged with the 2012 JIS baseline data sample. Phase I statistics have been completed and just need to be analyzed, prioritized and made presentable.	Final 2012 report has been printed and placed on the Data Quality Web page. Phase II statistics will be rerun from last year and expanded (deeper dive) into SCOMIS Case Types 1-8. Some rule testing may also be incorporated into the analysis, as well as greater involvement in the analysis from the court business side.
✓ Validate WSP Criminal Data Exchange/Data Quality: WSP data has been shared and downloaded to AOC, and these files will be converted into SAS. The Data Quality Profiling Group will utilize some of the person matching methodology currently used in AOC Research to match DOC and DSHS data to look at the WSP/AOC data for persons, in addition to checking for completeness and identifying inconsistencies. Currently the State Auditor's Office has initiated contact with both AOC and WSP and is planning on an audit of the data.	This data exploration will help both AOC and WSP to get a better understanding of the current picture before the audit starts.
✓ Data Quality Technical Advisory Workgroup: The internal technical group has been working through identifying areas where data tables are not linking properly and other related referential integrity issues. The group is in the process of evaluating connections between table dependencies for SCDX Services and update INH Services in the coverage tracking sheet. Start drafting INH Report of Service Impacts. The group currently has a draft scope and purpose statement drafted, which will continue to be refined along with a charter for the next few meetings. Internal Data Quality Issue triage and process within AOC has been raised as a concern.	Resolve data linking and other referential integrity issues.
✓ Data Quality Coordination Committee.	Begin meetings with team members. The next few meetings will focus on drafting a charter, purpose and scope of the group.
Activities Planned	**Impact/Value**
Data Warehouse Unit	
° Testing for mappings for SC-SMS conversion process.	Provide data requirements.
° Rework universe to clean up objects for customer use.	Provide data for requested reports.
° Continue research for reporting tool (Adhoc Reporting Tool or ART) upgrade.	Provide additional features for the reporting tool
° Accounting DW Project Close out.	Provide lessons learned.

° Universe redesign for user access.	Begin working on universe for users to create their own reports.
° Clean up reports to match changes in the universe.	Provide data requirements.
° Documentation for accounting universe.	Provide customer input to create their own queries.
Data Exchange/Development Unit	
° Continue to support QA testing for INH services	Help with completing the QA testing of the deployed INH services.
° Continue to triage defects for INH services from QA testing.	Help with completing the QA testing of the deployed INH services.
° Deploy the next INH Build with the last Get service and Defect fixes to QA	Help with completing the development effort of INH web services.
° Support Pierce County/DX Maintenance team with monitoring Production transactions.	Helps Pierce County to resolve quickly any issues they may notice in Production.
° Continue to work with King County to help them ramp-up in QA.	Helps King County to consume AOC's data exchange services.
° 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 due to them going live in Production with web service transactions.
° Start design process for replicating Party information between JIS and Odyssey.	Helps with Person data replication between the two systems.
° Continue the discussion with the CMS team and Tyler to integrate Odyssey into AOC.	Helps AOC to move to Odyssey for Superior Case management system.
° Find alternative approach to storing RACF credentials in SSO that is more secure.	Improving the security architecture for some of the BizTalk application infrastructure.
° Collaborate with the Architecture team to come up with a security model for the INH GET Services for a long term solution.	Helps secure the INH GET services so that it could be exposed to partners that are not on Odyssey.
Data Quality and Governance	
° Support Database Design Review requests.	Change Management of database designs.
° Create Metadata Repository framework.	Improve quality of technical documentation and better alignment to business terms. This effort will enrich the current documentation on the JIS system.
° Improve Data Quality for AOC-WSP Criminal Data Sharing	Test data quality with WSP to identify data issues that need repair or process changes impacting criminal history. Identify where there are possible issues that could lead to recommendations in technical design, method, process or education.
° 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.
° Assist with Court Statistics Report Data Fields and Queries	Improve knowledge of court business in the context of data queries and understanding needs for the Court Statistics Report.

Operational Area: Operations

Mike Keeling, Operations Manager

Through October 31, 2013

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

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), and Data Exchanges.

Activities Completed	Impact/Value
✓ DX – BizTalk hosts separation by functionalities.	Follow Microsoft best practice for BizTalk host organization strategy to ensure stability and performance of BizTalk environment
✓ DX – VRV On-boarding – Bremerton went live on Oct 24, 2013.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
✓ DX – VRV On-boarding – SeaTac went live on Oct 26, 2013.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
✓ Java – WebSphere upgrade project (ITG 158). Released upgraded COA_Transfer, ETP and CAPS to Test.	Improve application performance, security and maintainability.
✓ Java – WSP Disposition Sender: bug fix to send the disposition codes “GV” and “GR” for juveniles.	Fix production issues as they arise.
✓ Java – E-Ticketing. Released version 3.6 to Test with several bug fixes and updates.	Fix production issues as they arise and respond to user requests.
✓ Java – Plain Paper Warrants (ITG 58/37/79). Held User Acceptance Testing and completed several changes to JABS based on feedback from users.	Work as requested through ITG. Improve application performance and security.
✓ JCS version 2.56 sent for quality assurance testing.	Version 2.56 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
✓ Completed preparation for Tyler Odyssey technical fit analysis activities.	Completed interface questionnaire provided to Tyler for technical integration fit activities in November 2013.
✓ Java – SCDX web services transitioned from development to maintenance. Pierce County is live with the new services.	Access to court data through a new computer-to-computer interface.
✓ Legacy Maintenance - Completed Tyler Odyssey technical fit analysis activities.	Completed interface questionnaire provided to Tyler for technical integration fit activities in November 2013.
✓ Legacy Maintenance - Added SCOMIS docket code SMPTCS.	Add new SCOMIS docket code SMPTCS for Summons & Petition for Non-Parental Custody.
✓ Legacy Maintenance - Modified Order Type VAP.	Modify Order Code VAP to comply with Vulnerable Adult Protection Orders.
✓ Legacy Maintenance - Added SCOMIS charge results codes GY/GZ.	Add new SCOMIS charge result codes approved by the JIS Codes Committee GY (Guilty -Youth in Vehicle) and GZ (Guilty - Youth in Vehicle, Deferral Revoked)
✓ Legacy Maintenance - Added new JIS case condition code DUS.	Engrossed Second Substitute Senate Bill 5912, allows courts to order defendants into a 24/7 sobriety monitoring program. A new case condition code has been added to reflect this requirement. PLS screen process will automatically docket condition of sentence DUS as the DUI: 24/7 Sobriety Program.

✓ Legacy Maintenance - SCOMIS Weekly public case index modified to exclude case type 8s.	The SCOMIS Weekly Case Index will be modified to exclude case type 8 for all subscribers based on following policy changes. Data Dissemination policy change effective Friday September 13th, LIMITATION ON DISSEMINATION OF JUVENILE OFFENDER COURT RECORDS* The dissemination of juvenile offender court records maintained in the Judicial Information System shall be limited as follows: - Juvenile offender court records shall be excluded from any bulk distribution of JIS records by the Administrative Office of the Courts otherwise authorized by GR 31(g), except for research purposes as permitted by statute or court rule. - The Administrative Office of the Courts shall not display any information from an official juvenile offender court record on a publicly-accessible website that is a statewide index of court cases. * Juvenile offender court records shall remain publicly accessible on the JIS Link notwithstanding any provision of this section.
✓ Legacy Maintenance - SND command is not displaying birth date for some situations. When a phonetic search is done the program uses the birth date stored with the phonetic key rather than the birth date from the individual record. Sometimes the birth date stored with the phonetic key is blank.	Changed the program to use the birth date from the individual (INV) record when doing a phonetic search.
Activities Planned	**Impact/Value**
° DX – VRV On-boarding of Lake Forest Park, Kent, Puyallup municipal courts.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
° 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.
° Continue testing of JCS version 2.56.	Version 2.56 will be a security fix release that addresses various security and application issues that have been identified as areas for improvement.
° Complete Tyler Odyssey technical fit analysis activities.	Complete technical fit activities related to ensuring compatibility between JCS and Odyssey.
° Begin integration discussions with the Information Networking Hub.	Begin discussions with the Information Networking Hub (INH) project on requirements for support of JCS when Odyssey is deployed to Superior court adopters.
° Java – WebSphere upgrade project (ITG 158). Upgrade WSP Disposition Sender and JABS and release to Test.	Improve application performance, security and maintainability.
° Java – Plain Paper Warrants (ITG 58/37/79). Begin piloting of 2-3 courts.	Work as requested through ITG to reduce printing costs and increase usability.
° Java – WSP Disposition Sender – Add logging of data which was sent.	Improve ability to troubleshoot when problems are reported.
° Java – JABS – Migrate JABS to https. Work on transitioning JABS to use RACF instead of JIS login.	Improve application security.
° Java – CAPS – Update to support enterprise-wide password rule changes.	Improve application security.
° Legacy Maintenance - ITG 58/37/50 Plain Paper Warrant.	Completed installing on 11/18/2013.
° Legacy Maintenance - ITG 77.	Completed design, coding and UT. Sent to QA for system testing.
° Legacy Maintenance - RN support.	Continue support of RN incidents.
° Legacy Maintenance - ITG 41.	Continue development.
° Legacy Maintenance - Natural/CICS upgrade setup.	Test Natural/CICS upgrade.

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