Washington State Administrative Office of the Courts

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

December 2013
(Report Period Ending December 31, 2013)

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Background

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

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

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

Initiatives & Project Plan Overview
December 2013

Planned
Actual

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

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 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												
Security Project – JABS RACF Authentication	●	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

- JABS RACF Authentication (Security Project)
- Superior Court Case Management System Implementation (SC-CMS) (ITG #002)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Appellate Courts Enterprise Content Management System (ITG #045)

Initiatives or Projects Completed

- COTS Preparation – Restore SCOMIS Cases project was completed December 2013.

Initiative or Project Status Changes

- Monthly status reporting for the Superior Court Data Exchange (SCDX) (ITG #121) Project is on-hold until February 2014 while Pierce County utilizes web services to determine if plans have changed for using additional data exchanges. The project team will check back with Pierce County in January 2014 to determine if they have plans for adding any additional data exchanges.
- Monthly status reporting for the Information Networking Hub Enterprise Data Repository (INH EDR) Project is on-hold until January 2014 while the team analyzes the results of the SC-CMS fit analysis.

Staffing Changes in ISD

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

ISD welcomed the following new staff:

- Terry Overton, AOC IT Security Officer, (12/1/2013)
- Morris Volkov, IT Service Delivery Coordinator, (12/16/2013)

The following employees left ISD:

None.

Employees transferring to the SC-CMS Project:

None.

IT Governance Request Status

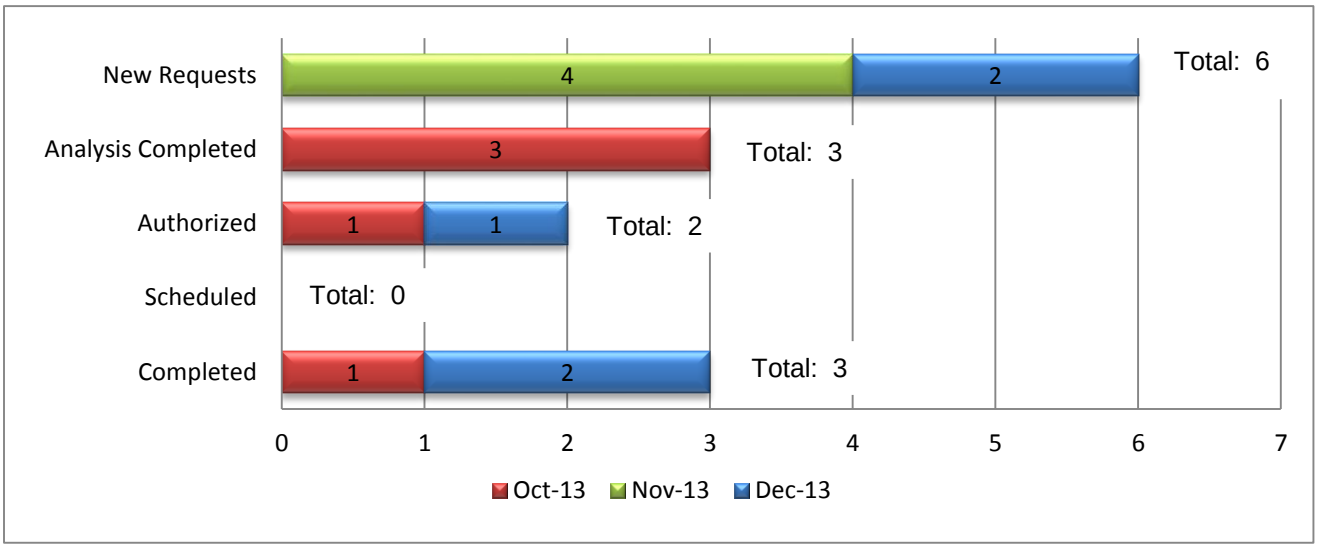
Completed JIS IT Requests in December 2013

Two requests were completed during the month of December:

- ITG 77 - Allow FTAs to Issue When Account Receivable is Zero.
- ITG 193 - Paid vs. Committed/FTA resubmitting disposition data to DOL twice.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	22
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	4	**Codes Committee**	2
District & Municipal Court Judges Association	6	**Administrative Office of the Courts**	4
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	9
Courts of Limited Jurisdiction	17
Multi Court Level	8

Initiative Summary

Summary of Activities December 2013

COTS Preparation - Restore SCOMIS Cases	
Activities	***Impact/Value***
✓ Project was completed December 13, 2013 and is closed.	Make all SCOMIS case data available for immediate access to the new SC-CMS system.
Information Networking Hub (INH) Middleware Project	
Activities	***Impact/Value***
✓ Continued code development of the INH services and middleware component.	Provides INH data exchanges that can be tested and deployed to quality assurance environment.
✓ Continued to test INH services and resolve code defects.	Ensures that services work as specified for the accurate exchange of data.
✓ Collaborated with SC-CMS project team to develop responses to Tyler's integration recommendations.	Provides INH data exchanges that can be tested and deployed to quality assurance environment.
✓ Started mapping INH services to Odyssey application programming interfaces (API) in support of Party data replication.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Started procurement to acquire developer and tester resources needed for SC-CMS integration work.	Acquire staff with the skills needed.

ITG #002 Superior Court - Case Management System Odyssey Implementation	
Activities	***Impact/Value***
Schedule Management	
✓ Reviewed and updated schedule.	Provide up to date progress.
✓ Updated SC-CMS Staffing and cost plan.	To ensure ongoing view of project costs and resources and trend for future needs.
✓ Started weekly meetings with Tyler Project Manager to evaluate and develop schedule for next six to nine months (near term).	To provide a single view of overall project progress.
✓ Began review of new proposed statewide rollout approach for schedule impacts.	Identify and resolve schedule impacts.
Court Business Office	
✓ Held the CUWG meeting on Dec 18-19. The CUWG met to review and validate the application fit assessment results. Voting members, with input from the team, are making decisions adjusting the prioritization and authorizing Tyler and the project team to move forward with the design of proposed solutions.	Validating and prioritizing requirements.
✓ Compiled "parking lot" items from the application and integrations fit assessment meetings. The project team captured notes, issues, and questions from the fit assessment meetings. This information was compiled into a document and was shared with Tyler and the meeting participants.	The project team captured notes, issues, and questions from the fit assessment meetings. This information was compiled into a document and was shared with Tyler and the meeting participants.
✓ Analyzed Odyssey's requirement of establishing an organizational chart for the superior courts to begin configuring Odyssey. The organization chart is the foundation for Odyssey's user security, data access and ownership, and enables the behavior of the application. The organization chart was established and agreed upon.	The organization chart is the foundation for Odyssey's user security, data access and ownership, and enables the behavior of the application. The organization chart was established and agreed upon.
✓ Continued the development of the accounting current-state process models based on the 2-day accounting workshops. Developed the current-state processes which provided the project a reference point for the transition to the Odyssey accounting functionality.	Developed the current-state processes which provided the project a reference point for the transition to the Odyssey accounting functionality.
✓ Continued "as-is" process model creation and documentation. Developed the "as-is" process models providing the project team and the CUWG a reference point for developing the future state processes for the superior courts.	Developed the "as-is" process models providing the project team and the CUWG a reference point for developing the future state processes for the superior courts.
Technical Team	
✓ Participated in setting up the Odyssey test and conversion environments.	Provide environments for Odyssey configuration and implementation activities.
Organizational Change Management Team	
✓ Collected SC-CMS communications points of contact from potentially impacted agency directors and judicial partners.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
✓ Developed fact sheets and instructions for subscribing to internal and external SC-CMS project listservs. Reviewed with management and submitted to Project Steering Committee.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of internal and external agency stakeholders.
✓ Scheduled bi-monthly SC-CMS General Information Sessions for AOC staff through December 2015. Communicated the schedule to AOC staff.	Increase employee awareness by providing them accurate, relevant project information.
✓ Developed a pilot implementation communications strategy and reviewed it with the project management team.	Maximize the likelihood of pilot site engagement by increasing awareness and understanding of implementation activities.

✓ Submitted Town Hall Meeting fact sheet to Project Steering Committee and Court User Work Group (CUWG). Received approval to begin Town Hall meetings in January 2014.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
✓ Attended December 18-19 Court User Work Group meeting.	Increase awareness of organizational change management activities on the project.
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 meeting.	As part of the AOC team that put the processes together, the business analyst'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.
✓ Reviewed, researched, and commented on Tyler's Integrations Fit/Gap analysis document.	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.
✓ Completed 25 financial workflows and started case stories.	To document for Tyler the current JIS financial processes.
✓ Prepared an information paper about current case types, causes and Odyssey case categories for the CUWG.	To assist the CUWG in determining case types and causes of action within the Odyssey case categories.
Quality Assurance	
✓ Conducted test strategy meetings with Tyler project manager including reviewing the User Acceptance Test Plan.	Preparing for testing Odyssey.
✓ Met to define the SC-CMS test team's role in data conversion and interface testing.	Prepare for testing Odyssey.
Help Desk Team	
✓ Attended 2 weeks Integration Fit Analysis.	Documented gaps between current system & Odyssey.
✓ Worked on Fit notes reconciliation.	Reconciled notes gathered during the Fit Analysis & Integration.
Project Management Team	
✓ Participated in drafting local cost categories for the Project Steering Committee's review with Kitsap County Judge, Court Administrator, AOC CIO, and AOC Business Liaison.	Project Control and Monitor.
✓ Met with Office of Civil Legal Aid to discuss concerns regarding Self Represented Litigants.	Project communications.
✓ Participated in discussion with Secretary of State regarding option to store a document image server at their office.	Project Planning.

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

Activities	***Impact/Value***
✓ ImageSoft project management plan was accepted.	Improve the efficiency of document management for the Appellate Courts.
✓ The Supreme Court business analysis session occurred during the week of December 2nd at the Temple of Justice.	Improve the efficiency of document management for the Appellate Courts.
✓ Business Analyst and the appellate courts worked on addressing additional requirements questions and requests for information from ImageSoft.	Improve the efficiency of document management for the Appellate Courts.
✓ ImageSoft started developing the Functional Design Specification.	Improve the efficiency of document management for the Appellate Courts.
✓ Finalized the list of OnBase training attendees and the method to be used to supply the training. List was sent to ImageSoft to get the training scheduled. It was decided to send the Appellate Courts Operations Architect to the training as well.	Improve the efficiency of document management for the Appellate Courts.

✓ The Appellate Courts Operations Architect and Project Manager discussed the custom code issue with ImageSoft in two separate meetings.	Improve the efficiency of document management for the Appellate Courts.
✓ Finalized as-is requirements analysis for the JIS Link and current web access to appellate court data. The document has been turned over to Solution Architect to develop the new design. Received feedback from the Office of the Attorney General, Lexis/Nexis, and CourtTrax on JIS Link which was turned over to the Appellate Courts Operations Architect.	Improve the efficiency of document management for the Appellate Courts.

ITG #041 Revised CLJ Computer Records Retention and Destruction Process

Activities	***Impact/Value***
✓ Met with Judge Phillips to provide a project status update.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Developer began unit testing in the development environment with a full set of case data. Code developed is to apply current and preliminary new rules - add VRV and ETP - to active tables in March 2014 (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

Detailed Status Reports

Status Update Key

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

Initiative Status Reports

Security Project – JABS RACF Authentication

Reporting Period through December 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 part of the Security Enhancement initiative, AOC has been working on identifying security vulnerabilities within existing systems and applications. Among other things, the Judicial Access Browser System (JABS) authentication has been identified and prioritized as one of the vulnerable security areas. As such, it requires immediate action to prevent any potential security breach. Currently, the JABS application can be accessed from outside the AOC firewall using weak access credentials. This project will analyze, design and implement a suitable access mechanism for securing the JABS application which is both strong and easy to use.

Business Benefit:

- Increases security of JIS data and systems.

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

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

Status Notes:

Project progress: December 25% — 100%

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** 10/25/13		**Planned Completion Date:** 3/7/14	
	Actual Start Date: 10/25/13		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Developed project charter and got it approved.	Project planning.
✓ Completed team formation.	Project planning.
✓ Identified and documented the requirements.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
✓ Completed Initial work estimate.	Project planning.
✓ Completed Initial resource assignment.	Project planning.
✓ Draft schedule is completed.	Project planning.
✓ Initial risk assessment is completed.	Project planning.
✓ Completed shell of the communication plan.	Project planning.
✓ Completed the Initial design.	Project planning.

Activities Planned	Impact/Value
° Finalize the design.	Strengthens the JABS sign-in process and increases security of JIS data and systems.
° Finalize the work estimate for legacy and java changes.	Project planning.
° Revise/update resource assignments based finalized design and resource availability.	Project planning.

° Revise schedule changes, if any.	Project planning.
° Identify new risks and/or issues.	Project planning.
° Complete initial draft communication plan.	Plan communication to stakeholders about new processes.
° Complete the messages to the stakeholders informing them of the upcoming changes to JABS and the actions to be taken by them.	Keep stakeholders informed.

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Start Project	10/25/2013		10/25/2013
End Project	3/7/2014		

COTS Preparation – Restore SCOMIS Cases

Reporting Period through December 31, 2013

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

Business Benefit:

The COTS-P – Restore SCOMIS Cases 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:

Project was completed December 13, 2013 and is closed.

COTS-P Network Capacity/Performance Analysis Progress:

Phase	☐ Initiate	☐ Planning	☐ Execute	X Close
Schedule	**Planned Start Date:** 4/9/13		**Planned Completion Date:** 1/9/14	
	Actual Start Date: 4/9/13		**Actual Completion:** 12/13/13	

Activities Completed	**Impact/Value**
✓ Project was completed December 13, 2013 and is closed.	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	1/9/14	12/13/13

Information Networking Hub (INH) Middleware Project

Reporting Period through December 31, 2013

Executive Sponsor(s)	**IT Project Manager:**
Vonnie Diseth, CIO/ISD Director	Dan Belles
Business Area Manager:	**Consultant/Contracting Firm:**
Tamra Anderson, Data and Development Manager	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 has completed most of its initial set of web services and middleware components. We will be shifting focus towards the integration tasks identified in Tyler's fit analysis that will be needed to support of the integration of AOC legacy applications with Odyssey for the SC-CMS Pilot Court Go Live in 2015.

Progress

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** 1/2012		**Planned Completion Date:** 2/2015	
	Actual Start Date: 1/2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Continued code development of the INH services and middleware component.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Continued to test INH services and resolve code defects.	Ensures that services work as specified for the accurate exchange of data.
✓ Collaborated with SC-CMS project team to develop responses to Tyler's Integration recommendations.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
✓ Started mapping INH services to Odyssey application programming interfaces (API) in support of Party data replication.	Provides INH data exchanges to fit Odyssey's requirements.

✓ Started procurement to acquire developer and tester resources needed for SC-CMS integration work.	Acquire staff with the skills needed.
Activities Planned	**Impact/Value**
° Complete development of the INH notification services.	Provides INH data exchanges that can be tested and deployed to Quality Assurance environment.
° Move completed services into User Acceptance Test environment for testing.	Ensures that services work as specified for the accurate exchange of data.
° Complete testing of all Release 1 services.	Ensures INH data exchanges work with Odyssey.
° Continue work with SC CMS project team and Tyler as part of the integration fit analysis of the INH services and the Odyssey application.	Ensures that services work as specified for the accurate exchange of data.
° Continue mapping INH services to Odyssey API's in support of Party data replication.	Ensures that services work as specified for the accurate exchange of data.
° Begin procurement for additional developer and tester resources needed to support INH integration tasks.	Ensures that services work as specified for the accurate exchange of data.

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	2/24/15	

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

Reporting Period Through December 31, 2013

Executive Sponsor(s) *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)	**IT Project Manager:** Maribeth Sapinoso, PMP maribeth.sapinoso@courts.wa.gov **Consultant/Contracting Firm:** Tyler Technology, Inc. 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

Project Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: 7/25/2013	**Planned Completion Date:** 2/1/2019
	Actual Start Date: 7/25/2013	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
Schedule Management	
✓ Reviewed and updated schedule.	Provide up to date progress.
✓ Updated SC-CMS Staffing and cost plan.	To ensure ongoing view of project costs and resources and trend for future needs.
✓ Started weekly meetings with Tyler Project Manager to evaluate and develop schedule for next six to nine months (near term).	To provide a single view of overall project progress.
✓ Began review of new proposed statewide rollout approach for schedule impacts.	Identify and resolve schedule impacts.
Court Business Office	

✓ Held the CUWG meeting on Dec 18-19. The CUWG met to review and validate the application fit assessment results. Voting members, with input from the team, are making decisions adjusting the prioritization and authorizing Tyler and the project team to move forward with the design of proposed solutions.	Validating and prioritizing requirements.
✓ Compiled "parking lot" items from the application and integrations fit assessment meetings. The project team captured notes, issues, and questions from the fit assessment meetings. This information was compiled into a document and was shared with Tyler and the meeting participants.	The project team captured notes, issues, and questions from the fit assessment meetings. This information was compiled into a document and was shared with Tyler and the meeting participants.
✓ Analyzed Odyssey's requirement of establishing an organizational chart for the superior courts to begin configuring Odyssey. The organization chart is the foundation for Odyssey's user security, data access and ownership, and enables the behavior of the application. The organization chart was established and agreed upon.	The organization chart is the foundation for Odyssey's user security, data access and ownership, and enables the behavior of the application. The organization chart was established and agreed upon.
✓ Continued the development of the accounting current-state process models based on the 2-day accounting workshops. Developed the current-state processes which provided the project a reference point for the transition to the Odyssey accounting functionality.	Developed the current-state processes which provided the project a reference point for the transition to the Odyssey accounting functionality.
✓ Continued "as-is" process model creation and documentation. Developed the "as-is" process models providing the project team and the CUWG a reference point for developing the future state processes for the superior courts.	Developed the "as-is" process models providing the project team and the CUWG a reference point for developing the future state processes for the superior courts.
Technical Team	
✓ Participated in setting up the Odyssey test and conversion environments.	Provide environments for Odyssey configuration and implementation activities.
Organizational Change Management Team	
✓ Collected SC-CMS communications points of contact from potentially impacted agency directors and judicial partners.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
✓ Developed fact sheets and instructions for subscribing to internal and external SC-CMS project listservs. Reviewed with management and submitted to Project Steering Committee.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of internal and external agency stakeholders.
✓ Scheduled bi-monthly SC-CMS General Information Sessions for AOC staff through December 2015. Communicated the schedule to AOC staff.	Increase employee awareness by providing them accurate, relevant project information.
✓ Developed a pilot implementation communications strategy and reviewed it with the project management team.	Maximize the likelihood of pilot site engagement by increasing awareness and understanding of implementation activities.
✓ Submitted Town Hall Meeting fact sheet to Project Steering Committee and Court User Work Group (CUWG). Received approval to begin Town Hall meetings in January 2014.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
✓ Attended December 18-19 Court User Work Group meeting.	Increase awareness of organizational change management activities on the project.
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 meeting.	As part of the AOC team that put the processes together, the business analyst'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.
✓ Reviewed, researched, and commented on Tyler's Integrations Fit/Gap analysis document.	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.

✓ Completed 25 financial workflows and started case stories.	To document for Tyler the current JIS financial processes.
✓ Prepared an information paper about current case types, causes and Odyssey case categories for the CUWG.	To assist the CUWG in determining case types and causes of action within the Odyssey case categories.
Quality Assurance	
✓ Conducted test strategy meetings with Tyler project manager including reviewing the User Acceptance Test Plan.	Preparing for testing Odyssey.
✓ Met to define the SC-CMS test team's role in data conversion and interface testing.	Prepare for testing Odyssey.
Help Desk Team	
✓ Attended 2 weeks Integration Fit Analysis.	Documented gaps between current system & Odyssey.
✓ Worked on Fit notes reconciliation.	Reconciled notes gathered during the Fit Analysis & Integration.
Project Management Team	
✓ Participated in drafting local cost categories for the Project Steering Committee's review with Kitsap County Judge, Court Administrator, AOC CIO, and AOC Business Liaison.	Project Control and Monitor.
✓ Met with Office of Civil Legal Aid to discuss concerns regarding Self Represented Litigants.	Project communications.
✓ Participated in discussion with Secretary of State regarding option to store a document image server at their office.	Project Planning.

Activities Planned	Impact/Value
Schedule Management	
° Continue schedule tracking and updating.	Keep schedule current and relevant.
° Continue working with Tyler to further develop schedule around immediate tasks (next 6 months).	More meaningful information for reporting and for trend analysis.
Court Business Office	
° Preparing for the next CUWG meeting scheduled for Jan 8-9.	The Court User Work Group will continue to review and validate Tyler's fit assessment results.
° Continue analyzing the fit assessment results.	The project team will continue to review the fit assessment results to ensure accuracy, completeness and tracking of the business requirements.
° The project team will continue to analyze the case type and case number capability in Odyssey.	The case number and case types are essential components in the classification, organization and management of cases within the superior court. In addition, the case number and case types are fundamental in the configuration of the new CMS. The project team will continue to provide information on Odyssey's capabilities and configuration to the CUWG for an eventual decision.
° As time allows, the team will continue the "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.
Technical Team	
° Continue participation in integration meetings and trainings.	Become familiar with technical aspects of Odyssey.
Organizational Change Management Team	
° Finalize pilot implementation communications strategy.	Maximize the likelihood of Pilot Site engagement by increasing awareness and understanding of implementation activities.
° Facilitate January Business and Technical Town Hall meetings.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
° Facilitate January General Information Session for AOC staff.	Increase awareness and buy-in by providing accurate, relevant project information to internal stakeholders.
° Distribute the external project listserv fact sheet and instructions for subscribing to the superior court and county clerk community via e-mail using existing judicial officer and county clerk listservs.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of internal and external agency stakeholders.
° Attend the January 8-9 CUWG meeting.	Increase awareness of OCM activities on the project.

° Continue collection of Points of Contact from potentially impacted external agencies and justice partners.	Maximize awareness and mitigate impacts of SC-CMS implementation by appropriately targeting our communications approach to the needs of external agency stakeholders.
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.
° Assist Test Team Group with coordination of the conversion data testing.	This is a group effort; AOC Tiger Team BA's to work with Tyler Team to coordinate testing of Odyssey once production data is converted to the conversion environment.
° Complete work on financial area workflows.	Share knowledge and understanding between team members.
° Attend training on the Odyssey system related to configuration, and subject matter expert raining.	Learning the ins and outs of the Odyssey system in order to assist with configuration planning, and assist with helping the Court SME's when making decisions on application implementation and development. This training will also assist us when taking part in the design calls with the Tyler representatives.
Quality Assurance	
° Define Odyssey security processes.	Preparing for testing Odyssey.
° Finalize user acceptance test plan.	Prepare for testing Odyssey.
Help Desk Team	
° Continue participation in creating and reviewing process flows.	Gain knowledge to provide customer support when using Odyssey.
Project Management Team	
° Attend regular scheduled meetings to coordinate with various non-project organizations.	Interoffice coordination efforts.
° Participate in discussion with Project Steering Committee members regarding criteria for local implementation costs.	Project planning.
° Began evaluation of change requests necessary for Integration work to begin.	Project planning and development.
° Facilitate and communicate integration decision and recommendations between AOC and Tyler.	Project communication.
° Coordinate and participate in Thurston County's demonstration of their Liberty Document Management System.	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 December 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 e-Filing of Court documents
- Implement an automated workflow for processing Court documents.

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:

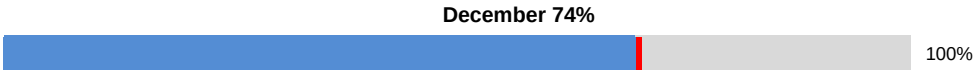
- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- 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: 8/2011	**Planned Completion Date:** 7/2014
	Actual Start Date: 8/2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ ImageSoft project management plan was accepted.	Improve the efficiency of document management for the Appellate Courts.
✓ The Supreme Court business analysis session occurred during the week of December 2nd at the Temple of Justice.	Improve the efficiency of document management for the Appellate Courts.
✓ Business Analyst and the appellate courts worked on addressing additional requirements questions and requests for information from ImageSoft.	Improve the efficiency of document management for the Appellate Courts.

✓ ImageSoft started developing the Functional Design Specification.	Improve the efficiency of document management for the Appellate Courts.
✓ Finalized the list of OnBase training attendees and the method to be used to supply the training. List was sent to ImageSoft to get the training scheduled. It was decided to send the Appellate Courts Operations Architect to the training as well.	Improve the efficiency of document management for the Appellate Courts.
✓ The Appellate Courts Operations Architect and Project Manager discussed the custom code issue with ImageSoft in two separate meetings.	Improve the efficiency of document management for the Appellate Courts.
✓ Finalized as-is requirements analysis for the JIS Link and current web access to appellate court data. The document has been turned over to Solution Architect to develop the new design. Received feedback from the Office of the Attorney General, Lexis/Nexis, and CourtTrax on JIS Link which was turned over to the Appellate Courts Operations Architect.	Improve the efficiency of document management for the Appellate Courts.
Activities Planned	**Impact/Value**
° Business Analyst and the appellate courts will continue to address additional requirements questions and requests for information from ImageSoft.	Improve the efficiency of document management for the Appellate Courts.
° ImageSoft will continue developing the Functional Design Specification.	Improve the efficiency of document management for the Appellate Courts.
° ImageSoft will get Washington staff registered for the required OnBase training.	Improve the efficiency of document management for the Appellate Courts.
° Finalize and process the change request to add the Appellate Courts Operations Architect to the list of trainees.	Improve the efficiency of document management for the Appellate Courts.
° The Appellate Courts Operations Architect will start the design for the changes to JIS Link and web access to appellate court data.	Improve the efficiency of document management for the Appellate Courts.
° Finalize discussions on the custom code issue. This may result in a change request.	Improve the efficiency of document management for the Appellate Courts.
° Pursue the procurement of the Hyland OnBase Premium Education Subscription.	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		4/4/11
Contract negotiations		9/9/13	9/9/13
AC-ECMS Web Portal Requirements		12/7/12	12/7/12
AC-ECMS Procurement Documents		3/20/13	3/20/13
AC-ECMS Technical Requirements		8/3/12	8/3/12
AC-ECMS Business Requirements		9/12/12	9/12/12
End of Project	6/22/12	7/23/2014	

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through December 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 developed by the Data Dissemination Committee for recommendation to the JISC. 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.
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:
Currently in 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.

The project continues to provide project information as needed to assist JISC, JISC workgroup, and the Data Dissemination Committee with outreach efforts to stakeholders. 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 :

Project Phase	☐ Initiate	☐ Planning	**X** Execute	☐ Close
Schedule	**Planned Start Date:** 4/23/2012		**Planned Completion Date:** 9/10/2014	
	Actual Start Date: 4/23/2012		**Actual Completion Date:** TBD	

Activities Completed	**Impact/Value**
✓ Met with Judge Phillips to provide a project status update.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

✓ Developer began unit testing in the development environment with a full set of case data. Code developed is to apply current and preliminary new rules - add VRV and ETP - to active tables in March 2014 (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
Activities Planned	**Impact/Value**
° Use development environment with a full set of case data for developer unit testing. Code developed is to apply current and preliminary new rules - add VRV and ETP - to active tables in March 2014 (1st Iteration).	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Develop and coordinate local court data clean-up process.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
° Determine iteration 1 proposed pilot court and implementation 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	1/31/14	
Approval of Non-Functional Requirements by AOC Management (Restore Process)	10/7/13	1/17/14	
Develop & Validate Code – Iteration 2 All New Rules	2/14/14	5/23/14	
Deploy Iteration 2 to Production	5/22/14	7/30/14	
Development complete	5/22/14	7/30/14	
Phase V – New Process Acceptance/On-going Planning	7/3/14	9/10/14	
Phase VI – Project Close Completed	7/3/14	9/10/14	
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 December 31, 2013

Includes: Governance, IT Portfolio, Clarity support, Enterprise Security Planning, Business Relationships, Service Delivery, 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
Resource Coordinator	
✓ Met with project manager to update the project schedule for the CLJ Warrant Print Page.	Allows for effective management of staff resources by following the coordinating project resource assignments process that was developed by ISD management, project management and Policy and Planning.
✓ Attended regularly scheduled meetings to discuss status updates for SC-CMS project.	Allows for effective management of staff resources by following the coordinating project resource assignments process that was developed by ISD management, project management and Policy and Planning.
✓ Review end-of-year Admin-Out of Office allocations for ISD reporting staff.	Discover, report and correct discrepancies in Clarity to ensure staff has adequate allocations for Clarity time reporting.
✓ Review draft internal documentation prior to distribution to ISD division staff.	Assists with ensuring distributed material is timely, pertinent and accurate.
Portfolio Coordinator	
✓ Coordinated IT Governance (ITG) requests through the ITG process – see December 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.
Service Delivery	
✓ ITG Process training with interim IT Service Delivery Coordinator.	Necessary to take over ownership of the ITG Process.
✓ Met with Change/Release Coordinator, PMO, and one Business Liaison (Kathy Bradley).	To better understand various roles and responsibilities.
Release/Change Management	
✓ Participated in weekly System Availability meeting.	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
✓ Administer change and release calendar.	Provide AOC stakeholder's visibility and increased transparency for Changes to and Software Releases in Production Environment.
✓ Participated in Washington State LEAN Practitioner's Community of Practice meeting.	Represent AOC interest in supporting GOV Inslee's LEAN efforts. "Governor directed agencies throughout state government to use Lean principles and methods to improve value for taxpayers' money. Washington state is on a long-term journey to adapt Lean to state government."
✓ Participate in ISD Data Quality process improvement.	Increase in completeness of Process Control Number (PCN), Criminal Identification Number (measured by decrease in number of null values, higher percentage of matches between WA State Patrol). Increase in transfer accuracy and timeliness (amount of time from failure to successful transmission decrease, decrease in number of missing PCNs, etc.). Improved efficiency in resource allocations for courts, AOC and Implement a Data Quality process.
Security	
✓ Participated in security team weekly meetings.	Security support to Agency Director, CIO, Information Security Officer, ISD Associate Director, and ISD OPS Manager in Security Enhancement efforts.

✓ Participated in Washington Military Dept. Security Engagement.	Evaluate AOC's computer network security and security practices through the use of CYBER incident response resources which will provide for AOC an Information Assurance Management Subject Matter Expert to carry out a security consultation, security risk assessment and an audit of AOC's IT security plan, and to provide recommendations regarding data breach remediation.
✓ 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.
Organizational Change Management	
✓ Continued 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.
✓ Continued participating in the AOC Respectful Workplace Workgroup.	Develop rules to define how AOC staff interacts with each other.
✓ Continued planning, preparing, and delivering 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.
✓ Represented AOC on the e-Trip Operations Managers Team.	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the e-Trip system are considered and implemented.
✓ 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.
✓ 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.
✓ 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.
✓ Coordinated activities and communication with JSD staff for court community meetings, IT Governance projects, and customer issues that arise.	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.
✓ Monitored 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.
✓ Continued participation in ECMS project meetings; attended ECMS Executive Steering Committee meetings. Attended COA Discovery session.	Delivers a product that will meet the Court of Appeal's business needs. Creates a better understanding of the business processes used.
✓ Compiled a November monthly report of Appellate Court RightNow ticket information and distributed to the Clerks (Dave, Rich, Susan, and Renee).	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.
✓ Attended the AC-ECMS Project Discovery session for the Supreme Court during the first week of December.	Learned about the Supreme Court and Commissioner's Office processing of case files.
Activities Planned	**Impact/Value**
Resource Coordinator	
° Meet with SC-CMS Project Scheduler to update and correct discrepancies with SC-CMS FTE's, vacant positions and position titles/roles. Make necessary changes in Clarity.	Allows for effective management of staff resources by following the coordinating project resource assignments process that was developed by ISD management, project management and Policy and Planning.
° Review team/task timelines in Clarity to ensure all assignments and allocations are reportable in Clarity moving into 2014.	Discover, report, and correct discrepancies in Clarity to maintain accurate resourcing information.
° Sit in with Customer Service staff representatives at each of three response service levels.	Gain understanding of level and variety of incidents handled by Customer Service staff.
° Continue participation in the AOC Respectful Workplace Workgroup.	Develop rules to define how AOC staff interacts with each other.
Portfolio Coordinator	

° Participate with Architecture & Strategy updating the portfolio modernization strategy.	Provide a roadmap for modernizing the aging portfolio of JIS applications.
Service Delivery	
° Two more sessions with Interim IT Service Delivery Coordinator specifically to learn how to do reporting.	In order to start taking over the process.
° 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.
Release/Change Management	
° Continued participation in ISD Data Quality process improvement.	Increase in completeness of Process Control Number (PCN), Criminal Identification Number (measured by decrease in number of null values, higher percentage of matches between WA State Patrol). Increase in transfer accuracy and timeliness (amount of time from failure to successful transmission decrease, decrease in number of missing PCNs, etc.). Improved efficiency in resource allocations for courts, AOC and Implement a Data Quality process.
° 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.
° Coordinate with WA State Enterprise LEAN Consultant.	Explore LEAN Processes to support AOC initiatives for process improvement.
Security	
° Continue participation in meeting with WA State Military Department Chief Information Officer, ISD Operations Manager, & WEB Team Lead. Facilitate development of Memo of Understanding or Interagency Agreement with WA Military Department.	Bolster support of ongoing Security Enhancement efforts. Augment AOC Security Team with participation of a WA National Guard Information Technology Security subject matter expert.
° Continue participation in Security Team weekly meetings.	Support ISD Associate Director and ISD OPS Manager in Security Enhancement efforts.
° Release/Change Coordinator is vetting his Military Security Clearance with FBI & Homeland Security upon request of ISD Operations Manager.	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. Propose a revised process for 2014 that utilizes features of SharePoint 2010 and requires less meeting time.	Establish policies, standards, procedures, and guidelines that provide structure for the way work gets done in ISD.
° Compile ISD December monthly activity reports.	Communicates status of projects and activities.
° Send out “Out of Office” communication to ISD.	Communicates expectation to have Outlook, voicemail greeting, and Clarity calendar reflect work status.
° Work on update of JIS Roadmap information on Inside Courts.	Communicates ISD strategy for updating JIS systems.
Business Liaison	
° Continue to represent AOC on the e-Trip Operations Managers Team.	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the e-Trip system are considered and implemented.
° 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.
° Continued participation on AC-ECMS project and in project meetings.	Provides support to the project and project manager, as needed, to help the project meet its goals and objectives.

° Work with the Service Delivery Coordinator to implement the IT Governance site contact updates.	Provides accurate contact information for AOC staff and customers.
° Working with Enterprise Architects on Standards for Local CMS (Case Management Systems): Review final draft and incorporate AOC comments. Develop final draft in preparation for presentation to the JISC.	The standards are needed to provide guidance as to data needs to be shared between AOC centrally-hosted systems and local CMS systems.
° Complete a draft communication plan regarding the WSBA one-time update, get approval of the plan, and implement the plan.	The WSBA one-time update ensures that attorney information accessed by applications is up-to-date. This one-time update will produce a larger-than-normal weekly text file for the COAs; the communication plan ensures that they are informed prior to receiving the larger file and that business processes won't be interrupted.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through December 31, 2013

Includes: Enterprise Architecture and Solutions Management

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
✓ Court User Work Group (CUWG): The Enterprise Business Architect, representing AOC, participated in the December CUWG meeting. During that 2-day event, review and confirmation/revision of business-fit results commenced, with priority attention to items that will potentially require development for the pilot. In addition, AOC staff presented two options for configuring current case types and cause codes in the new Odyssey structure. Discussion will continue in January, and will feed consideration of case-number format. Finally, options and issues for configuring the organization chart were discussed, with implications for functionality, calendars, user rights, and reporting.	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 - version 3 request for development of two mental-health screening tools (MAYSI-2 and the MH-JDAT) electronically on an AOC server: Presented the finalized analysis to the Operations Control Board (OCB) on December 5. The OCB approved passage of the analysis, with agreed-upon revisions, to the appropriate governing body.	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: Architecture and Strategy (A&S) staff reviewed Tyler's initial written feedback regarding integration. The team refined and presented impact analyses for use by program (INH, SC-CMS, and COTS-Prep) project managers and technical leads in responding to Tyler's proposal.	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.
✓ Standards for Local CMS Systems: Version 0.8 was created and distributed for internal AOC ISD review and comment. Review comments were incorporated, and a new draft version was created for final review.	The standards are needed to provide guidance as to the data needs to be shared between AOC centrally-hosted systems and local CMS systems.
✓ ITG-205 – Upgrade to DB2 Version 11: Completed ITG Analysis and attained Operational Control Board (OCB) approval.	This request is to maintain the AOC software licensing agreement and stay current with DB2 product-release cycle so as to gain proper support and enhancements/new functions of the DB2 database. AOC infrastructure team would like to order and install it in February 2014, with an August 2014 rollout.
✓ ITG-203 – Create Primary Phone Code on the JIS PER Screen: Completed analysis and size estimation. Closed ITG request due to low number of hours and created RN Ticket #131203-000020 for maintenance team implementation.	This change could reduce the number of keystrokes required to enter and look-up cell phone number from the JIS Person maintenance screen. In addition, it would save thinking time while going from Person page 1 to page 2.
✓ ITG 106 – Allow Criminal Hearing Notices to Print on Plain Paper: Completed preliminary analysis and submitted to the Operational Control Board (OCB) for approval. The request was not approved and was returned for further analysis to obtain additional requirements so the request could be estimated more accurately.	Using plain paper would save court budgets now spent on multi-part hearing notices. The enhanced ability to indicate reason for hearing would potentially reduce the number of phone calls to the court.
✓ All staff completed on-line security training, as required by new AOC cyber-security policy.	On-line training is one aspect of AOC's program to secure JIS and AOC data and information against breach or misuse.

✓ Staff Development: Took advantage of in-house training on using Business Objects (BOXI) software to analyze courts of limited jurisdiction case data.	On-going staff development through education, training, and other skill-advancement opportunities promotes expertise and agility in Architecture and Strategy (A&S) personnel.
Activities Planned	**Business Value**
° Court User Work Group (CUWG): The Enterprise Business Architect, representing AOC, will participate in the January 8-9 meeting of the CUWG. At that meeting, review and validation of fit-assessment results will continue, and discussion of case types and case-number format will resume.	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).
° Standards for Local CMS (Case Management Systems): Present final draft and incorporate AOC comments. Develop final draft in preparation for presentation to the JISC.	The standards are needed to provide guidance as to data needs to be shared between AOC centrally-hosted systems and local CMS systems.
° ITG 184 – Extend Driver License Field on Person Screen: Complete ITG analysis and submit to the Operations Control Board (OCB) for approval.	The analysis of ITG requests provides information for governance approval, scheduling, and implementation for JIS upgrades. The current JIS driver's-license-number field is not long enough to fit the license number from some states and is shorter than the field in the new Odyssey CMS system.
° ITG 187 – Person Name-Change History: Complete ITG analysis and submit to the Operations Control Board (OCB) for approval.	The analysis of ITG requests provides information for governance approval, scheduling, and implementation for JIS upgrades. This change would benefit all courts/staff because if a record is changed in error, the previous record could easily be reviewed and changed back to the correct record. The integrity of the person's record is at stake if some type of "fix" for these errors is not implemented.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through December 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.

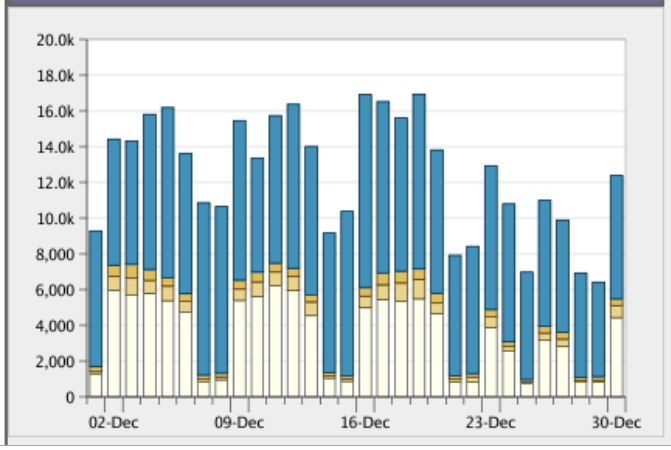
Activities Completed	Impact/Value
✓ Preparing for the March 8, 2014 Disaster Recovery Test.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Implemented JIS security to only allow encrypted connections to the JIS systems.	Increase security of JIS data and systems.
✓ Implemented VPN security to only allow dual authenticated VPN access.	Increase security of JIS data and systems.
✓ 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.
✓ 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:

During the last 30 days, Spam Filtering prevented 265,800 e-mails from entering the system. Only 107,200 (28%) were valid e-mails. The charts below are generated by IronPort.

01 Dec 2013 00:00 to 30 Dec 2013 23:59 (GMT -08:00) Data in time range:100.0 % complete

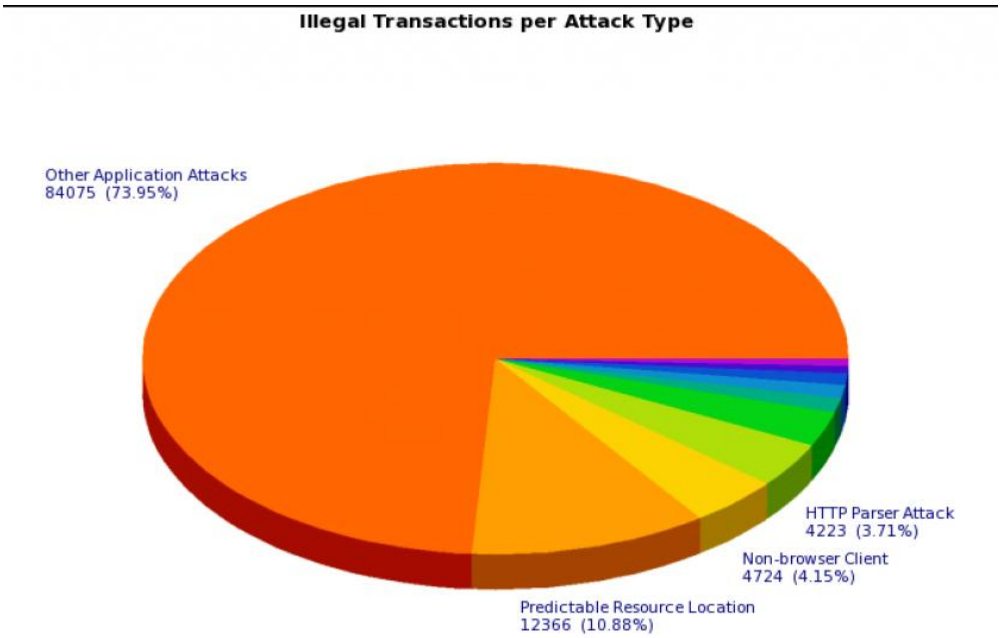
Incoming Mail Graph



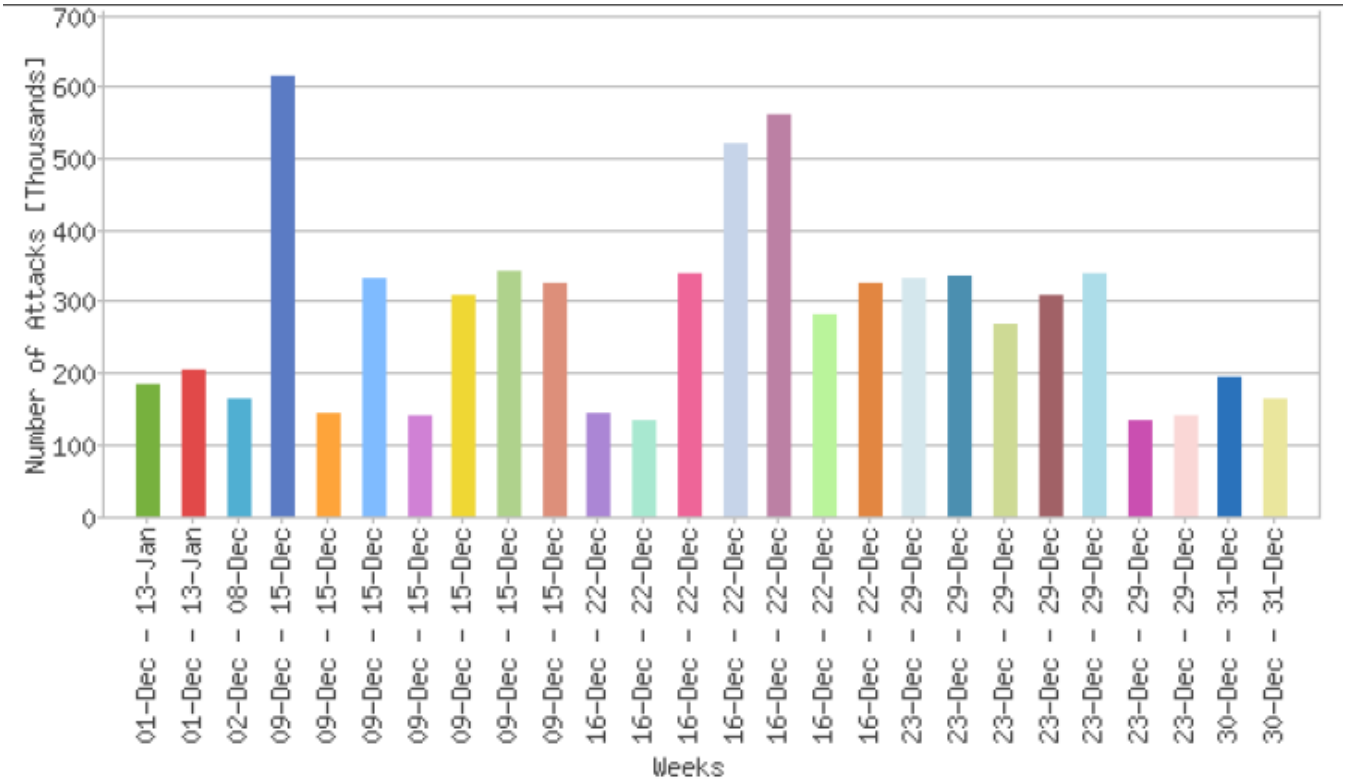
Incoming Mail Summary

Message Category	%	Messages
Stopped by Reputation Filtering	63.9%	238.2k
Stopped as Invalid Recipients	0.0%	0
Spam Detected	3.2%	12.0k
Virus Detected	0.0%	10
Stopped by Content Filter	4.2%	15.5k
Total Threat Messages:	**71.3%**	**265.8k**
Clean Messages	28.7%	107.2k
Total Attempted Messages:		**372.9k**

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



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



Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through December 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	
✓	Caseload Changes.	Provide data requirements.
✓	Completed analysis and began coding of NCSC's Court Statistics Project.	Provide business and data requirements.
✓	Design, coded, and released changes needed for the warrant process into the universe.	Provide data requirements.
✓	Designed, coded, tested, and released vehicle license registered owner address into the universe.	Provide data requirements.
✓	Began changes to Accounting Universe based on workgroup feedback from testing.	Provided customer solution.
✓	Completed analysis on Business Intelligence Tool 3.1 upgrade.	Routine maintenance.
✓	Completed analysis and began design and coding of Appellate case management report requests from Court of Appeals and Supreme Court.	Provide data requirements.
✓	Completed court consolidation impact analysis and changes to caseload reporting.	Provide data requirements.
✓	Participated in the SC-CMS pilot integration recommendations discussion.	Provide data for SC-CMS.
✓	Completed updates for documentation for accounting universe.	Provided customer solution.
✓	Completed and distributed initial draft test plan for Business Intelligence Tool 3.1 upgrade.	Routine maintenance.
✓	Worked with King County on request for collections data.	Provide data requirements.
✓	Fixed report issues discovered during user testing of accounting.	Routine maintenance.

✓	Worked on refining interview questions for new position in the unit.	Help is filling backlog in the unit.
✓	Worked on refining reporting architecture.	Routine maintenance.
✓	Completed testing and upgraded the Production Informatica environment to version 9.5.1 on December 7th.	Upgrade to a new version with added functionality.
✓	Completed WSIPP data dissemination for Dependency & Termination cases.	Provide data requirements.
✓	Created and loaded the Appellate Case Load tables to support new categories being reported on for Time-in-Process.	Provide data requirements.
✓	Started changes to Superior and CLJ caseload processing for the Court Statistical Project (CSP) federal reporting changes.	Provide information to customer for federal reporting changes.
✓	Changes to Revenue to support Revenue by Cost Fee Code report.	Provide data requirements.
✓	Added bars account formatted code.	Provide data requirements.
✓	Added new table DIM_ADDRESS_LOCATION to simplify joins in the universe.	Provide data requirements.
✓	Completed 15 New report or enhancement requests.	Provided customer solution.
✓	Completed 31 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	
✓	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 two INH services (Phase 2) 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 Tyler Technologies to help them understand the Integration points in AOC.	Support Tyler with implementing Odyssey for the Pilot courts.
✓	Coordinated with CMS team with analyzing and reviewing of the Integration Fit Analysis document produced by Tyler.	Support Tyler with implementing Odyssey for the Pilot courts.
✓	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.
✓	Started prototyping the applications required for Integrating Odyssey to the back end JIS databases.	Helps with CMS Integration effort.
✓	Started prototyping options for triggering Person related change events occurring in JIS to replicate Person data into Odyssey.	Help with CMS integration effort for Person Data replication.
✓	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. Review data designs for 8 requests supporting Appellate Caseload Statistics, JCS and Data Quality.
✓	Support Data Profiling Project.	Analyze and document 6 data quality issues related to missing Requirements, Missing Values and Validation Rules that require deeper analysis and/or cleanup. Participate in the development of a Data Model for the WSP data received for the WSP-AOC Data Quality Study. This will facilitate better understanding of data received from WSP.
✓	State Auditor's Office Audit of AOC/WSP Criminal Data.	In preparation for the audit, WSP and AOC have been working together to test data quality between JIS and WASIS, and to understand how the process may be causing data quality issues.

✓	SharePoint Migration to SharePoint 2013.	Worked with SharePoint team to ensure safe migration of existing SharePoint sites and start redesign of Data and Development site.
✓	Washington State Traffic Records Assessment.	US Department of Transportation- National Highway Traffic Safety Administration (NHTSA) Assessment which Washington State is dependent on completing in order to receive continued funding for projects such as eTRIP and SECTOR. Began coordination of respondents for Citation and Adjudication subject area for assessment. This includes some coordination outside AOC, such as WTSC, WSP and DOL on various traffic safety issues, many related to Data Quality. This will include diagramming the technical flow of information between systems, and identifying system limitations in obtaining key data/information for researchers.
Activities Planned		**Impact/Value**
	Data Warehouse Unit	
°	Complete of NCSC's Court Statistics Project.	Provides required data to customers.
°	Complete of Appellate case management report requests from Court of Appeals and Supreme Court.	Provides required data to customers.
°	Updated and release accounting universe to all customers.	Provide additional features for the reporting tool.
°	Planning for BIT 3.1 SP6 upgrade.	Identify business impacts and security enhancements.
°	Work on annual caseload reports for all court levels.	Provides required data to customers.
°	Legislative bill sizing and impact analysis.	Provides required data to customers.
°	Release accounting training guide to customers.	Customer training documentation.
°	Release appellate caseload table changes to production.	Provides required data to customers.
°	Finalize changes for CLJ caseload.	Provides required data to customers.
	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 Defect fixes to QA.	Help with completing the development effort of INH web services.
°	Continue to work with King County to help them ramp-up in QA.	Helps King County to consume AOC's data exchange services.
°	Continue the design and prototyping 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.
°	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.
°	Support Data Quality Foreign Key Analysis Project.	Research and analysis of data related issues.
°	Support Data Quality Data Profiling Project.	Research and analysis of data related issues.
°	Support Metadata Repository framework.	Planning for better management of our metadata.
°	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.

Operational Area: Operations

Mike Keeling, Operations Manager

Through December 31, 2013

Includes: All application units; Legacy Applications and Systems Standards teams.

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 – Enable "Service Window" feature on various mainframe-facing send ports for BizTalk applications.	Simplify and standardize the mechanism used to hold incoming messages on BizTalk servers when mainframe systems are offline.
✓ Java – WebSphere upgrade project (ITG 158). Upgrade WSP Disposition Sender, Acords, JABS to new version of WebSphere.	Improve application performance, security and maintainability.
✓ Java – WSP Disposition Sender – Add logging of data which was sent. Development work complete.	Improve ability to troubleshoot when problems are reported.
✓ Java – Plain Paper Warrants (ITG 58/37/79). Pilot phase complete and application released to production.	Work as requested through ITG. Improve application performance and security.
✓ Java – Electronic Ticket Processing - Work on ITG 156.	Work as requested through ITG. Improve application usability and improve data reliability.
✓ Legacy Maintenance – Add language Code RUN.	A new Language Code of RUN was created to identify the language of Rundi. Kirundi, also known as Rundi, is a dialect of the Rwanda-Rundi language spoken by people in Burundi.
✓ Legacy Maintenance - ITG 58/37 Plain Paper Warrant.	As a result of Information Technology Governance (ITG) requests 58 and 37, made by DMCMA representatives, courts now have the ability to print warrants on plain paper and add comments to plain-paper warrants.
✓ Legacy Maintenance – ITG 77/193.	As a result of Information Technology Governance (ITG) requests 77 and 193 made by District and Municipal Court Management Association representatives, court staff will be able to issue a Failure to Appear when no money is owed on a criminal case, as well as issue a fail to appear when an infraction has been paid and then reversed, without changing the finding from paid to committed.
✓ JCS - Continued 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.
✓ JCS - Participated in refining business analysis documentation of high-level JCS process flows.	Participated in ongoing work by the business analysts to identify and codify business processes of the juvenile courts at a high level. These discussions will significantly improve our understanding of JCS and will assist in the integration of JCS with Odyssey while also better documenting the absolutely necessary operations of the juvenile courts that JCS must support.
✓ JCS - Participated in JCS training classes.	JCS training classes for referral and detention staff were held December 9 – 13. Sat in on training for the purpose of increasing developer visibility and soliciting feedback directly from application users about application functionality.
✓ JCS - Began development of JCS version 2.57.	Version 2.57 contains several minor user interface enhancements as well as new functionality intended to improve the ease of use of the application. Specific focus is being given to providing richer data entry.
✓ JCS/ASRA - Corrected issues with mixed case passwords in JCS and ASRA.	Issues with JCS and ASRA accepting mixed case passwords were corrected and the fixes pushed to production environments.

Activities Planned	Impact/Value

° DX – VRV On-boarding of Kent, Puyallup municipal courts.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
° Java – WebSphere upgrade project (ITG 158). Upgrade SCDX to new version of WebSphere.	Improve application performance, security and maintainability.
° Java – WSP Disposition Sender – Add logging of data which was sent. Release to production.	Improve ability to troubleshoot when problems are reported.
° Java – Plain Paper Warrants (ITG 58/37/79). Work on version 2.	Work as requested through ITG. Improve application performance and security.
° Java – Electronic Ticket Processing – Complete work on ITG 156.	Work as requested through ITG. Improve application usability and improve data reliability.
° Java – JABS – require RACF credentials for JABS authentication.	Improve application security.
° Legacy Maintenance – Natural/CICS upgrade.	Continue online/batch testing.
° Legacy Maintenance – RN Support.	Continue support for JIS and SCOMIS courts.
° Legacy Maintenance – WSP dispositions.	Improve WSP disposition process.
° Legacy Maintenance – ITG 186.	Add defendant name to duplicate case number pop up screen.
° ASRA - 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.
° JCS - 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.
° JCS - Continue development of JCS version 2.57.	Version 2.57 contains several minor user interface enhancements as well as new functionality intended to improve the ease of use of the application. Specific focus is being given to providing richer data entry.

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