Washington State Administrative Office of the Courts

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

July 2014
(Report Period Ending July 31, 2014)

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Background

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

The systems and services provided are used by judges, court administrators and staff, county clerks, numerous government agencies, and the public. In this way, AOC supports the effective and efficient operation of the Washington judicial system. We invest wisely in order to provide maximum value to the citizens of the state of Washington.

Under direction of the Judicial Information System Committee (JISC), priorities identified by Washington Courts are implemented through the governance process.

This report is a key to measuring and monitoring progress. It provides the JISC a complete view of work. The report serves to inform and communicate the value of AOC accomplishments.

Initiatives & Project Plan Overview
July 2014

Planned
Actual

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

Initiatives	Schedule Status		CY13 Q1	CY13 Q2	CY13 Q3	CY13 Q4	CY14 Q1	CY14 Q2	CY14 Q3	CY14 Q4	CY15 Q1	CY15 Q2	CY15 Q3	CY15 Q4
7.6 Information Networking Hub (INH) Middleware Services Odyssey Integration Project	▲	Planned												
		Actual												
SC-CMS Odyssey Implementation	▲	Planned												
		Actual												
ITG #045 Appellate Court Enterprise Content Management System (ECMS)	●	Planned												
		Actual												
ITG #102 Courts of Limited Jurisdiction Case Management System	●	Planned												
		Actual												
ITG #041 Revised CLJ Computer Records Retention and Destruction Project	◆	Planned												
		Actual												
ITG #087 Security Project – JABS RACF Authentication	✔	Planned												
		Actual						✔						
COTS Prep – JCS	●	Planned												
		Actual												
COTS Prep – LFO Billing to DOC	●	Planned												
		Actual												
COTS Prep – Statewide Viewer	●	Planned												
		Actual												
COTS Prep – Judgment Case Type Dockets	⊖	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

- Information Networking Hub (INH) Middleware Services Odyssey Integration Project
- Superior Court Case Management System Implementation (SC-CMS) (ITG #002)
- Appellate Courts Enterprise Content Management System (ITG #045)
- Courts of Limited Jurisdiction Case Management System (ITG #102)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- COTS Prep – JCS
- COTS Prep - LFO
- COTS Prep – Statewide Viewer
- COTS-Prep – Judgment Case Type Dockets

Initiatives or Projects Completed

- Security Project - JABS RACF Authentication (ITG #087)

Initiative or Project Status Changes

- None

Staffing Changes in ISD

During the reporting period of July 1 – July 31, 2014:

ISD welcomed the following new staff:

- Keith Curry, Project Manager, (7/1/2014)
- Mark Mentzer, QA Tester, (7/1/2014)
- Winnie Sheeran, QA Tester, (7/1/2014
- Huidong Zhang, Developer, (7/1/2014)
- Marsha Majors, SC-CMS Administrative Secretary – SC-CMS, (7/21/2014)
- Noa Moe, Desktop, (7/28/2014)

The following employees left ISD:

- Monica Santanicola, Server Administrator, (7/11/2014)
- Doug Whiting, QA Tester, (7/2/2014)

Employees transferring to the SC-CMS Program:

None.

ISD Staff Recognitions

Recognitions

Jenni Christopher became the first TOGAF certified architect in AOC. TOGAF stands for 'The Open Group Architect Framework Foundation'. This certification requires passing a very difficult exam that tests your mastery of the subject. This is quite an accomplishment!

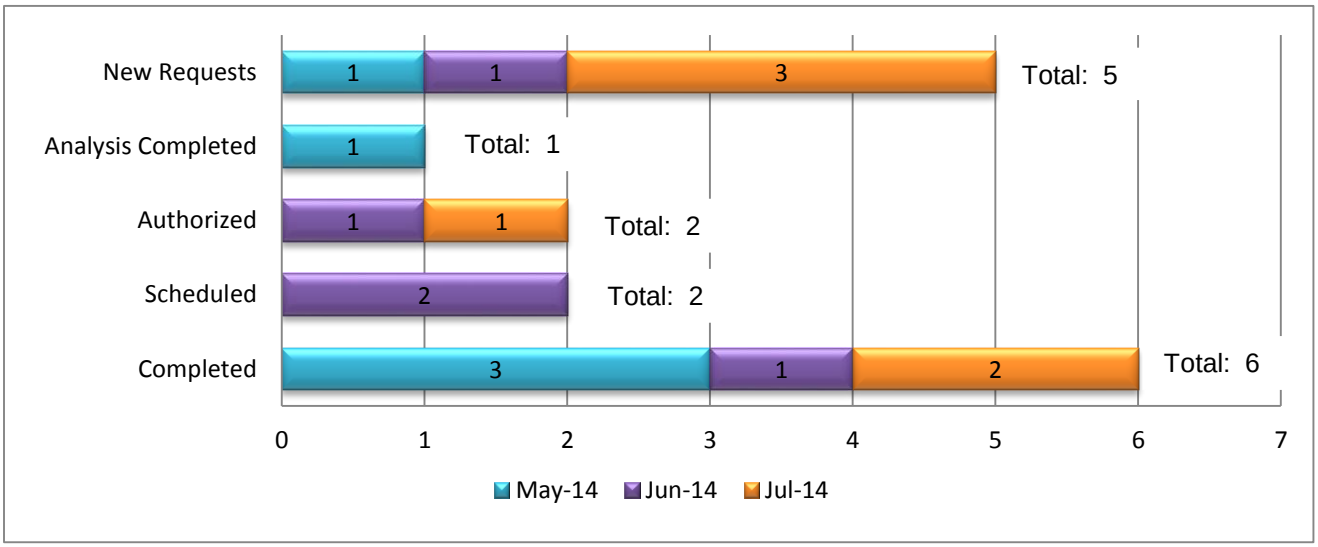
IT Governance Request Status

Completed JIS IT Requests in July 2014

- ITG 161/162 – Upgrade to Natural 8.2.2 and CICS 4.x
- Security Project - JABS RACF Authentication (ITG #087)
- ITG 137 – Upgrade CA Clarity to Version 13

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	**District & Municipal Court Management Association**	15
Superior Court Judges Association	3	**Data Management Steering Committee**	0
Washington State Association of County Clerks	3	**Data Dissemination Committee**	1
Washington State Association of Juvenile Court Administrators	4	**Codes Committee**	4
District & Municipal Court Judges Association	4	**Administrative Office of the Courts**	6
Misdemeanant Corrections Association	1		

Court Level User Group	
Appellate Court	1
Superior Court	7
Courts of Limited Jurisdiction	11
Multi Court Level	11

Initiative Summary

Summary of Activities July 2014

Information Networking Hub (INH) Middleware Services Odyssey Integration Project	
Activities	***Impact/Value***
✓ Continued development of Party Data Replication solution.	Provides INH data exchanges to fit Odyssey's requirements.
✓ Continued to work with SC-CMS and COTS Prep JCS project teams to finalize requirements for party data replication and new INH web services that may be needed.	Provides INH data exchanges to fit Odyssey's requirements.

Approved JIS Projects Summary

ITG #002 Superior Court - Case Management System Odyssey Implementation	
Activities	***Impact/Value***
Court Business Office	
✓ Hosted a 2-day Hands On demo for County Clerk CUWG members at AOC in Olympia.	Provide knowledge and exposure to the Odyssey system.
Technical Team	
✓ Inventorying Reports and Forms needed by Pilot Sites and estimating technical efforts around token development.	Ensure report needs are met.
Organizational Change Management Team (OCM)	
✓ Provided OCM training for two Power User trainings (one for Pilot sites and one for AOC staff).	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
Business Analyst Team (BA)	
✓ The Schedule/Calendaring Tiger Team is working on: • Analyzing SCOMIS Calendar Codes and how to go forward with Hearing Types and Sessions, • Configuration/Data Conversion, • Reviewing Project 8330-Supervision.	Fit Odyssey to business requirements.
✓ The Civil Tiger Team is working on: • Led discussions and CPD review of new Arbitration functionality, • Configuration/Data Conversion, • Currently working with Thurston County Clerk's Office to conduct front counter trial at FJC (related to case number discussion).	Fit Odyssey to business requirements.
✓ The Financial Tiger Team is working on: • Analyzing financial data conversion to identify new post-data push results and validating previous defects fixes, • Preparing final financial CPD, Project #8218 Auto Assess Accrued Interest on Case Fees, for validation with Tyler and then approval from CUWG, • Configuration analysis and research (Juvenile Diversions and Trust), • Creating Visio process flows for Fee Structures in Odyssey.	Fit Odyssey to business requirements.
Training Team	
✓ Continued working on updating training materials, Cheat sheets, Keyboard shortcuts Tyler University registration information. New training manual will be online within Odyssey.	Organizes training schedule, materials and matches curriculum to schedule.
Project Management Team	
✓ Participated in document management discussions with AOC Leadership Team and Tyler Technologies.	Project Planning.
✓ Coordinated and communicated on progress, risks and issues with the independent quality assurance vendor (Bluecrane, Inc.).	Project Communication.
✓ Participated in meetings with stakeholder association groups to review document management options with AOC Chief Information Officer.	Project Planning.

ITG #045 Appellate Court Enterprise Content Management System (AC-ECMS)	
Activities	***Impact/Value***

✓ ImageSoft returned an updated version of the Functional Specification on July 21st. The courts and AOC have spent the time since verifying the updates. The document was not approved by July 31st as planned by ImageSoft. The courts anticipate finishing by August 18th.	Improve the efficiency of document management for the Appellate Courts.
✓ ImageSoft created a change request revising the project schedule based on the finished specifications. They are recommending breaking configuration/development into four phases which will allow the courts an earlier look at the system in time to make any necessary revisions.	Improve the efficiency of document management for the Appellate Courts.
✓ License differences were discovered during review of technical team feedback to the Functional Specification. It is likely that some can be deleted, some need to be added, and some need to be changed. These are being packaged for delivery to ImageSoft for their response.	Improve the efficiency of document management for the Appellate Courts.
ITG #102 Courts of Limited Jurisdiction Case Management System (CLJ CMS)	
Activities	***Impact/Value***
✓ The CLJ-CMS Project Management Plan, consisting of the subsidiary plans for Governance, Risk, Issue, Staff Management, Requirements and the Project Schedule has been reviewed and approved by AOC Management.	Project Initiation and Planning phases are near complete.
✓ Court User Work Group (CUWG) meetings started this month and will continue for 16 months or until the Case Management System Business and Technical requirements are completed.	Project Initiation and Planning phases are near complete.
ITG #041 Revised CLJ Computer Records Retention and Destruction Process	
Activities	***Impact/Value***
✓ Completed development and coordination of Iteration 1 Local Court data cleanup process. Restarted a subset of 192 CLJ courts that may not have been an accurate test DORR reports and exception reports for prior to going live.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Continued to develop specific information on the implementation via the normal technical communications, notifications, eService Information and Customer Service line support.	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

Information Networking Hub (INH) Middleware Services Odyssey Integration Support Project

Reporting Period through July 31, 2014

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

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 is developing a party (person) data replication solution between JIS and the new SC-CMS Odyssey application in support of the Pilot Court Go Live. INH will also support the integration of Odyssey with the JCS and local DMS systems.

Obtaining the final set of requirements for the Person/Party Data Replication from SC-CMS and COTS Prep JCS Projects is behind schedule which will impact development and QA testing. Delivery of the PPDR solution by October 31 is currently at risk of delay.

The schedule status indicator is yellow due to the decision from the SC-CMS Project to offer Pilot Courts a direct link between Odyssey and their local document management systems to view documents. This will require additional web services to be built by the INH Project. It is not currently known how much work this change in scope will entail.

Progress

July – 60%

Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** 1/2012		**Planned Completion Date:** 2/16/15	
	Actual Start Date: 1/2012		**Actual Completion:** TBD	

Activities Completed	Impact/Value
✓ Continued development of Party Data Replication solution.	Provides INH data exchanges to fit Odyssey's requirements.

✓ Continued to work with SC-CMS and COTS Prep JCS project teams to finalize requirements for party data replication and new INH web services that may be needed.	Provides INH data exchanges to fit Odyssey's requirements.
Activities Planned	**Impact/Value**
° Continue development of party data replication solution.	Provides INH data exchanges to fit Odyssey's requirements.
° Obtain the requirements from JCS for financial data exchanges between Odyssey and JIS.	Provides INH data exchanges to fit Odyssey's requirements.
° Start work with the SC-CMS project team on the requirements for Pilot Court local document management systems integration with Odyssey.	Provides INH data exchanges to fit Odyssey's requirements.
° Begin Quality Control test planning and preparation.	Provides INH data exchanges to fit Odyssey's requirements.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
INH – Odyssey Integration Support	1/1/12	2/3/14	2/3/14
Initiation complete	3/7/14	5/28/14	6/30/14
Planning complete	3/17/14	6/9/14	6/20/14
Odyssey data mapping	3/13/14	3/6/14	4/30/14
Analysis complete	3/13/14	7/9/14	
Design complete	3/6/14	7/14/14	
Development complete	5/27/14	1/5/15	
Functional Test	7/14/14	9/18/14	
Internal Test complete	10/23/14	10/28/14	
Deploy complete	10/31/14	10/31/14	
End Project	5/1/15	2/16/15	

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

Reporting Period Through July 31, 2014

Executive Sponsor(s) Superior Court Judges Association (SCJA) Washington State Association of County Clerks (WSACC) 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 Superior Courts in the state. The SC CMS Odyssey solution will specifically support calendaring and case flow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

Business Benefits: The Superior Court Case Management (SC CMS) will 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

July –21%

100%

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** 7/25/2013		**Planned Completion Date:** 4/23/21	
	Actual Start Date: 7/25/2013		**Actual Completion Date:** TBD	

Activities Completed	Impact/Value
Court Business Office	
✓ Hosted a 2-day Hands On demo for County Clerk CUWG members at AOC in Olympia.	Provide knowledge and exposure to the Odyssey system.
Technical Team	
✓ Inventorying Reports and Forms needed by Pilot Sites and estimating technical efforts around token development.	Ensure report needs are met.
Organizational Change Management Team (OCM)	
✓ Provided OCM training for two Power User trainings (one for Pilot sites and one for AOC staff).	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
Business Analyst Team (BA)	

✓ The Schedule/Calendaring Tiger Team is working on: • Analyzing SCOMIS Calendar Codes and how to go forward with Hearing Types and Sessions, • Configuration/Data Conversion, • Reviewing Project 8330-Supervision.	Fit Odyssey to business requirements.
✓ The Civil Tiger Team is working on: • Led discussions and CPD review of new Arbitration functionality, • Configuration/Data Conversion, • Currently working with Thurston County Clerk's Office to conduct front counter trial at FJC (related to case number discussion).	Fit Odyssey to business requirements.
✓ The Financial Tiger Team is working on: • Analyzing financial data conversion to identify new post-data push results and validating previous defects fixes, • Preparing final financial CPD, Project #8218 Auto Assess Accrued Interest on Case Fees, for validation with Tyler and then approval from CUWG, • Configuration analysis and research (Juvenile Diversions and Trust), • Creating Visio process flows for Fee Structures in Odyssey.	Fit Odyssey to business requirements.
Training Team	
✓ Continued working on updating training materials, Cheat sheets, Keyboard shortcuts Tyler University registration information. New training manual will be online within Odyssey.	Organizes training schedule, materials and matches curriculum to schedule.
Project Management Team	
✓ Participated in document management discussions with AOC Leadership Team and Tyler Technologies.	Project Planning.
✓ Coordinated and communicated on progress, risks and issues with the independent quality assurance vendor (Bluecrane, Inc.).	Project Communication.
✓ Participated in meetings with stakeholder association groups to review document management options with AOC Chief Information Officer.	Project Planning.
Activities Planned	**Impact/Value**
Court Business Office	
° Continue the configuration of the Odyssey system to support the business rules and needs of the superior court and the county clerk's office. The purpose of code mapping is to take codes that exist in a Legacy system and map them to Odyssey so that they depict the same code name and description. The code mapping activity runs in parallel of the Odyssey configuration activity.	Odyssey Configuration and Code Mapping.
Organizational Change Management Team	
° Complete 3rd scheduled Power User OCM training session for Pilot Site and AOC staff on August 25th.	Increase awareness and buy-in by providing accurate, relevant project information to external stakeholders.
° Continue to work with Court Ed and Training to plan and conduct the August 20th and 26th live Odyssey webinars.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
Business Analyst Team	
° Planning the meeting with AOC stakeholders regarding Dependency in Supervision – CPD #8330 Modify Supervision to Support Non-Criminal Cases and present for CUWG vote.	Prepare for CUWG decision making.
Training Team	
° Prepare for August 25th Power User training session for Pilot Site and AOC staff.	Provide knowledge of Odyssey.
Project Management Team	

° Facilitate discussion and decision with CIO, Infrastructure, Security, and Operations to allow the use of Active Directory for password authentication into Odyssey.	Project Execution.
° Schedule first bi-weekly Pilot Executive Stakeholder meeting.	Project Execution.
° Facilitate discussion and decision with CIO, Infrastructure, and Security to use Odyssey Access Request Form and the process/workflow in managing the roles and responsibilities for such requests at AOC.	Project Execution.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
Project Start	7/25/2013		7/25/2013
Project Management Plan	10/4/13		10/4/13
SC-CMS Core Training Plan	10/4/13		10/4/13
Certification of Equipment Specification	10/11/13		10/11/13
Validated Fit Analysis	09/20/13		09/20/13
Pre-Design Training Complete	10/18/13		10/18/13
Requirements Fit Analysis Results	03/10/14	4/7/14	4/7/14
Requirements Traceability Matrix	03/10/14	4/7/14	4/7/14
SC-CMS Design and Construction Plan	03/31/14		3/31/14
Pilot, early adopter, deployment plan	02/28/14		02/28/14
Certification of Infrastructure Build	01/23/14		01/23/14
SC-CMS Interoperability Prototype	02/07/14		Not Started
Conceptual Process Design Docs START Date - Application Development	02/03/14		02/03/14
Conceptual Process Design Docs START date-Integration Development	2/12/14		2/12/14
SC-CMS User and Administrator Training	01/30/14		01/30/14
Case Manager Workshop Complete	2/7/14		2/7/14
Security Workshop Complete	3/28/14		3/28/14
Form Workshop Complete	3/7/14		3/7/14
Financial Workshop Complete	2/21/14		2/21/14
First Data Conversion Push – Parties Push	6/6/14		
Completion of Data Mapping	3/28/14		3/28/14
First Data Conversion Push	6/6/14		6/20/14
System Administration and Support Training Complete	12/18/13		12/18/13
Odyssey Implementation Finish	11/27/20	4/23/21	
Project Finish	2/1/2019	4/23/21	

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

Reporting Period through July 31, 2014

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: ImageSoft Inc.
	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:

- Provide a web interface for external Court users and public,
- Support e Filing of Court documents, and
- Implement an automated workflow for processing Court documents.

The project will be completed in the following Phases:

- Phase 1 – Finalize Appellate Courts ECMS requirements,
- Phase 2 – Release an RFP to select an ECMS Vendor & system, and
- Phase 3 – Implement the Appellate Courts ECMS system.

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, and
- 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:`

This status report is for the period June 1 - 30, 2014.

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: 8/15/2011	**Planned Completion Date:** 5/29/2015
	Actual Start Date: 8/15/2011	**Actual Completion Date:** TBD

Activities Completed	Impact/Value
✓ ImageSoft returned an updated version of the Functional Specification on July 21st. The courts and AOC have spent the time since verifying the updates. The document was not approved by July 31st as planned by ImageSoft. The courts anticipate finishing by August 18th.	Improve the efficiency of document management for the Appellate Courts.

✓ ImageSoft created a change request revising the project schedule based on the finished specifications. They are recommending breaking configuration/development into four phases which will allow the courts an earlier look at the system in time to make any necessary revisions.	Improve the efficiency of document management for the Appellate Courts.
✓ License differences were discovered during review of technical team feedback to the Functional Specification. It is likely that some can be deleted, some need to be added, and some need to be changed. These are being packaged for delivery to ImageSoft for their response.	Improve the efficiency of document management for the Appellate Courts.

Activities Planned	Impact/Value
° Finalize and approve the Functional Specification.	Improve the efficiency of document management for the Appellate Courts.
° Develop a contract amendment to incorporate the agreed upon outcome of ImageSoft's change request and the license discussion.	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
MS: Project Management Plan Completed		11/08/13	11/08/13
MS: Hyland Standard Training		12/31/13	12/31/13
MS: Functional Specification Document Delivered		3/28/14	5/14/14
MS: System Development Complete		11/01/14	
MS: Document Mapping Chart Delivered		12/31/14	
MS: Contractor Provided Training - AOC User Training		01/19/15	
MS: Contractor Provided Training - Technical Training		01/19/15	
MS: Converted Documents - DocuShare		01/30/15	
MS: Converted Documents - LaserFiche		02/27/15	
MS: Converted Documents - In-House DMS Solution		03/27/15	
MS: Production (Go Live) Complete		05/29/15	
MS – Project closing complete		05/29/15	
End Project		05/29/15	

ITG #102 Courts of Limited Jurisdiction Case Management System (CLJ-CMS)

Reporting Period through July 31, 2014

Executive Sponsor(s) Callie Dietz, State Court Administrator	**IT Project Manager:** Michael Walsh 360-705-5245 Michael.Walsh@courts.wa.gov
Business Area Manager(s):	**Consultant/Contracting Firm:** N/A

Description:

AOC will work with CLJ court customers to gather the business and technical requirements and develop a procurement plan for a commercial off-the-shelf (COTS) case management system.

Business Benefit:

A new system will provide the functionality to support the Courts of Limited Jurisdiction (CLJ). The majority of district and municipal courts in the state do not have the ability to purchase their own case management systems and need a common system that can be used by all of the courts. The request seeks a new case management system that would be beneficial to all courts.

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

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

Status Notes:

The Project Management Plan, which includes the subsidiary plans for Risk, Issue, Change Management, Staff Management, Requirements, Schedule and Governance has been reviewed and approved by AOC Management.

In addition, the Organization Change management, Communication, and Quality Plans are at different stages of review and approval.

The Court Users Work Group (CUWG) initial meeting was held on July 30-31 kicking off the requirements gathering phase of the project. Current activities are focused on review and validation for the "current state" functionality of the legacy system and court processes.

Project progress: July - 4% (100%)

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: 2/10/14	**Planned Completion Date:** 12/26/16 (for planning phase)
	Actual Start Date: 2/10/14	**Actual Completion:** TBD

Activities Completed	Impact/Value
✓ The CLJ-CMS Project Management Plan, consisting of the subsidiary plans for Governance, Risk, Issue, Staff Management, Requirements and the Project Schedule has been reviewed and approved by AOC Management.	Project Initiation and Planning phases are near complete.
✓ Court User Work Group (CUWG) meetings started this month and will continue for 16 months or until the Case Management System Business and Technical requirements are completed.	Project Initiation and Planning phases are near complete.

Activities Planned	Impact/Value
° Complete the project subsidiary plans for Organizational Change, Communication, and the Quality Management.	The project requirements gathering tasks have started and the project team is fully engaged in requirements gathering through the monthly CUWG meetings and follow up task assignments.

° Continue the requirements gathering CUWG meetings.	The project requirements gathering tasks have started and the project team is fully engaged in requirements gathering through the monthly CUWG meetings and follow up task assignments.

Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Start Project	10/25/13	2/10/14	2/10/14
End Project	10/21/16	12/26/16	

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through July 31, 2014

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) 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.

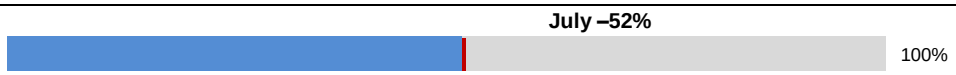
Business Benefit: Purging these records would remove their visibility from the public website. Removal of the archiving requirement will eliminate the option for court staff to restore archive records. This request was generated based on the JISC adopting the recommendations of the JISC Public Case Search 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:
Iteration 1 code is in QA testing.

Progress :



Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close
Schedule	**Planned Start Date:** 4/23/2012		**Planned Completion Date:** 5/31/16	
	Actual Start Date: 4/23/2012		**Actual Completion Date:** TBD	

Activities Completed	**Impact/Value**
✓ Completed development and coordination of Iteration 1 Local Court data cleanup process. Restarted a subset of 192 CLJ courts that may not have been an accurate test DORR reports and exception reports for prior to going live.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.
✓ Continued to develop specific information on the implementation via the normal technical communications, notifications, eService Information and Customer Service line support.	Provides faster viewing of the Courts of Limited Jurisdiction (CLJ) records.

Activities Planned	Impact/Value
° Prepare updated project status presentation for June 27 JISC meeting, as necessary.	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
ITR 1 – Develop Tech Design/Produce Non-Functional Requirements Document (NFRD)	3/12/13	4/11/13	4/11/13
ITR 1 – Deploy Iteration 1 to Production – Pilot Courts (4)	11/13/13	3/6/15	
ITR 2 - Develop & Validate Code - Iteration 2 All New Rules	10/7/13	11/13/13	11/13/13
ITR 2 – Deploy Iteration 2 to Production – Pilot Court (s)	2/14/14	8/28/15	
ITR 2 – Development Complete	5/22/14	4/5/16	
Phase V – New Process Acceptance/On-Going Planning	5/22/14	5/16/16	
Phase VI – Project Close Completed	7/3/14	5/31/16	
ITR 2 - Approval of Non-Functional Requirements by AOC Management (Restore Process)	7/3/14	1/10/14	1/10/14
End Project	7/3/14	5/31/16	

ISD Operational Area Status Reports

Operational Area: ISD Policy and Planning

Mike Keeling, Interim ISD Associate Director

Through July 31, 2014

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	
✓ Reviewed, updated and printed new version of ISD Desk Manual	Provide pertinent information for new ISD employees on organization, navigation and overall ISD organizational/operational structure.
✓ Trained incoming employees on Clarity timekeeping practices and presented ISD Desk Manual.	Inform and instruct ISD employees on purpose and impact of Clarity timekeeping, and to provide broad-range ISD information.
✓ Continued meetings with project and functional leaders to update project/application activities and correct allocations as needed.	Effective management of staff resources for IT projects.
✓ Worked with Clarity Administrator to update reports to provide more linear information for projects/resources.	Provide management measurement information on project/application time tracking.
Portfolio Coordinator	
✓ Prepared final draft of ISD Strategic Plan.	The ISD Strategic Plan will set direction and priorities, get managers and staff on the same page and simplify decision making.
✓ Prepared monthly portfolio reports.	Provide accurate and up-to-date portfolio information to ISD Leadership Team.
✓ Performed quarterly project portfolio assessment.	Provide accurate and up-to-date project-related information to ISD Leadership Team.
Clarity Administrator	
✓ Continued Clarity Training (on-going).	Goal is to be more productive in my new position as a Clarity Administrator.
✓ Processed Network Access Requests/Network Delete Requests (NAR/NDR).	Enhance existing Clarity documentation.
✓ Completed Clarity Foundations I & II classes.	Improved my knowledge and skill level as a Clarity Administrator.
✓ Improved process for weekly Clarity Sequence jobs.	Clarified some existing documented issues.
Service Delivery	
✓ Updated all ITG Portal 'help' screens.	Screens now have current contact information to help users better understand the process.
✓ Completed final draft of Strategic Plan.	A plan to guide ISD for the next 5 to 6 years.
✓ Worked with new DOC request (ITG 144)	Trying to satisfy customer requests.
✓ Successfully completed Lean Six Sigma Green Belt Certification.	Education on process improvement and eliminating waste in government.
✓ ITG requests that were processed: 3 new requests processed (ITG's 218, 219, 220), 2 requests completed (ITG's 161 and 162) and 1 request authorized (ITG 215).	Moving the ITG process along.
Change & Release 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 Security Team weekly meetings.	Data Breach support to Agency Director, CIO, Information Security Officer, ISD Associate Director, and ISD OPS Manager in Security Enhancement efforts.
✓ Participated in Environment Management Committee meeting.	The Environment Management Committee (EMC) is chartered to provide a forum to coordinate changes affecting BizTalk environments. The EMC is to ensure ISD can effectively support all of its business needs and commitments related to these environments. The committee's mission is to ensure that significant changes to the environments are communicated and coordinated prior to implementation.
✓ Participated in WA State LEAN Practitioner's Community of Practice meeting.	Represent AOC interest in supporting GOV Inslee's LEAN efforts. "Governor directed agencies throughout state government to use Lean principles and methods to improve value for taxpayers' money. Washington state is on a long-term journey to adapt Lean to state government."
✓ Participated in SC-CMS Preparation and Integration Planning meetings.	Develop communications around risks, issues, and decisions impacting the implementation of SC-CMS, INH, and COTS-Prep.
✓ Participate in ISD Data Quality process improvement utilizing LEAN methodologies.	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.
✓ Attended Lesson in Leadership speaker series.	These sessions provide attendees with expert advice, a connection to the private sector, an opportunity to deepen understanding of Lean principles and tools, and examples of what other organizations are doing - all for the purpose of building capacity in state leaders to deliver better value to more Washingtonians.
✓ Participated in 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.
✓ Completed Dept. of Homeland Security/FBI Counter Intelligence course.	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	
✓ Finalizing CLJ-CMS Project Communication and Organizational Change Management (OCM) plans.	Prepare CLJ courts to participate in requirements gathering activities and keep stakeholders informed about project status.
✓ Conducted CLJ CUWG member interviews with voting members.	Gather information about CLJ CUWG members to help plan meetings and communicate effectively.
✓ Attended CLJ-CMS Project team meetings, Sponsor meetings, and Steering Committee meetings.	Communicate project status, have OCM presence at meetings.
✓ Working with web team to populate public-facing CLJ-CMS website.	Make CLJ-CMS project information available to all internal and external stakeholders.
✓ Enter RightNow ticket to create Inside Courts CLJ-CMS project website.	Make CLJ-CMS project information available to all internal and external stakeholders.
✓ Continued to work with Policy & Planning team members to facilitate ISD Leadership Team strategic planning sessions.	Develop an ISD Strategic Plan that sets direction and priorities for ISD staff, get everyone on the same page, simplify decision-making, drive staff alignment, and communicate the message.
✓ Continue participation in the SC-CMS OCM team.	Prepare ISD stakeholders for participation, implementation, and support of SC-CMS and Odyssey.
✓ Presented Organizational Change Management key concepts at CLJ-CMS CUWG meeting in July and assist with meeting facilitation.	Prepare CLJ courts to participate in requirements gathering activities and keep stakeholders informed about project status.
Business Liaison	

✓ Continued participation on SC-CMS project with Superior Court Associations and stakeholder groups	Direct communication and interaction with stakeholder groups ensures the successful implementation of the Superior Court Case Management Project.
✓ Provided information on ISD projects and activities to Superior Court Judges' Association, Washington Association of State Court Administrators, Washington Association of Juvenile Court Administrators, County Clerks Association other stakeholder groups on IT activities relating to superior courts.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
✓ Worked with internal project teams for COTS-Prep and SC-CMS for a holistic view of customer input	Broad communication and interaction with internal groups and stakeholder groups ensures the successful implementation of the Superior Court Case Management Project.
✓ Worked with SC-CMS Project Steering Committee	Broad communication and interaction with internal groups and stakeholder groups ensures the successful implementation of the Superior Court Case Management Project.
✓ Staffed ITG governance groups and coordinated ITG requests through the process.	Ensuring that ISD's work is driven by the customer priority and that the court community's needs are being met through the IT Governance process.
✓ Continued participation in AC-ECMS project meetings. Assisted with Functional Specification (FS) document changes and reviewed FS for discrepancies and changes between versions.	Delivery of a product that will meet the Appellate Court's business needs. Creates a better understanding of the business processes used.
✓ Completed monthly RightNow report of Appellate Court incidents and distributed to Clerks.	Provides information to the courts about the number, type, open and closed incidents that have been reported to the AOC Service Desk.
✓ Attended July Minority and Justice Commission meeting.	Provides ISD representation at the meeting and creates a communication bridge between the Commission and ISD.
✓ Began drafting updates on several JIS General Policies.	Ensures that policy content is accurate and applicable.
✓ Provided point of contact for Appellate Court staff to report problems or request follow-up.	Streamlines communication between the customer and ISD and keeps the customer informed of problems that may impact their business.
✓ Reported on the CLJ Case Management System project and numerous other IT improvements to the District and Municipal Court Judges' Association, the District and Municipal Court Management Association, and the Misdemeanant Corrections Association boards.	Direct communication and interaction with customer groups increases their understanding of ISD services and activities, and builds trust and credibility with customers.
Worked with project team, sponsors, and courts of limited jurisdiction stakeholders on the Courts of Limited Jurisdiction Case Management System project to prepare for and participate in the first Court User Work Group (CUWG).	Communication and involvement with project participants and stakeholders ensures successful implementation of the CLJ CMS project.
✓ Worked with DMCJA and DMCMA governing boards to ensure appropriate and sufficient judicial branch involvement in the ELIAS eWarrants project.	Facilitating appropriate judicial branch stakeholder involvement in projects affecting courts of limited jurisdiction ensures that IT innovations consider the impacts and needs of the courts when they are developed.
✓ Worked with AOC staff and leadership to further vet JIS Standards for Local Automated Court Record Systems with stakeholders.	Development and passage of data standards ensures that the statewide judicial database remains intact as some courts move to disparate systems.
✓ 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.
✓ Represented AOC on the eTrip Operations Managers Team	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the eTrip system are considered and implemented.
✓ 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.
Activities Planned	**Impact/Value**
Resource Coordinator	
° Continue looking at options for more effective/efficient time entry method.	Provide a user-friendly, efficient method for ISD time-reporting resources to correctly identify and record time worked on applications and projects.

° Continue work with Clarity Admin on transition.	Ensure continuity of service for ISD management and staff for Clarity resource management and time management system.
Portfolio Coordinator	
° Finalize ISD Strategic Plan and implementation schedule.	The ISD Strategic Plan will help set direction and priorities, get managers and staff on the same page and simplify decision making.
° Develop draft of biennial IT Portfolio Report.	The IT Portfolio Report is a legislatively mandated report on the current state of technology in the judicial branch and planned future investments in technology.
Service Delivery	
° Work on developing Release Management Process.	Planned releases and more timely and accurate communications to customers.
° Get final approval and publish Strategic Plan.	A plan to guide ISD for the next 5 to 6 years.
° Capture more Service information.	This advances the eventual catalog of all AOC ISD services.
° Continue working with DOC request (ITG 144).	Trying to satisfy customer request.
° Work with team to update JIS interface and data policies.	Policies are very outdated and need to be updated.
Change & Release Management	
° Continue participation in System Availability Meetings.	Track future changes to AOC Applications & Services in Production Environment for potential impact and deconfliction.
° Continue Administration of Change and Release Calendar.	Provide AOC stakeholder's visibility and increased transparency for Changes to and Software Releases in Production Environment.
° Continue participation in Security Team weekly meetings.	Support Agency Director, CIO, Information Security Officer, ISD Associate Director, and ISD OPS Manager in Security Enhancement efforts.
° Continue participation in Environmental Management Committee meeting.	The Environment Management Committee (EMC) is chartered to provide a forum to coordinate changes affecting BizTalk environments. The EMC is to ensure ISD can effectively support all of its business needs and commitments related to these environments. The committee's mission is to ensure that significant changes to the environments are communicated and coordinated prior to implementation.
° Participate in SC-CMS Preparation and Integration Planning meetings.	Develop communications around risks, issues, and decisions impacting the implementation of SC-CMS, INH, and COTS-Prep.
° Continue participation in WA State LEAN Practitioner's Community of Practice meeting.	Represent AOC interest in supporting Governor 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."
° Continue participation in Lesson in Leadership speaker series.	"These sessions provide attendees with expert advice, a connection to the private sector, an opportunity to deepen understanding of Lean principles and tools, and examples of what other organizations are doing - all for the purpose of building capacity in state leaders to deliver better value to more Washingtonians."
° Continue 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.
° Continue participation in 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.
° 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.
° Coordinate with WA State Enterprise LEAN Consultant.	Explore LEAN Processes to support AOC initiatives for process improvement.
Business Liaison	
° Work with pilot sites on SC-CMS project to prepare for deployment in June of 2015.	Early preparation and communication with the counties who are pilots for the SC-CMS project will help ensure more successful outcomes for the pilot counties.
° Continue to work with the SC-CMS project team, Steering Committee, other stakeholders, and AOC staff on the implementation of SC-CMS.	Ensuring that customers are involved in the process and informed about the project, that their perspective is heard and their business needs are considered.
° Continue participation on AC-ECMS project and in project meetings; continue to assist with documentation of Functional Specification changes and other documentation as needed.	Provides support to the project and project manager, as needed, to help the project meet its goals and objectives.
° Draft documentation on AOC internal process for a quick response to, and communication about, Appellate Court technical incidents.	Provides a holistic approach to incident troubleshooting and keeps the customer better informed.
° Complete monthly RightNow report of Appellate Court incidents and distribute to Clerks.	Provides information to the courts about the number, type, open and closed incidents that have been reported to the AOC Service Desk.
° Complete drafting updates on several JIS General Policies.	Ensures that policy content is accurate and applicable.
° Continue to work with project team, sponsors, and courts of limited jurisdiction stakeholders on the Courts of Limited Jurisdiction Case Management System project to assist them in development of the current state requirements.	Communication and involvement with project participants and stakeholders ensures successful implementation of the CLJ CMS project.
° Continue to work with DMCJA and DMCMA governing boards to ensure appropriate and sufficient judicial branch involvement in the eWarrants project.	Facilitating appropriate judicial branch stakeholder involvement in projects affecting courts of limited jurisdiction ensures that IT innovations consider the impacts and needs of the courts when they are developed.
° Work with staff throughout AOC to update the JIS General Policies for the approval of the JISC.	Updated JIS General Policies will reflect changes in policy, practice, and technology over the past several years.
° Continue to represent AOC on the eTrip Operations Managers Team.	Ensuring that the business and technical needs of the courts and AOC are considered when changes to the eTrip system are considered and implemented.
° Continue to coordinate 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.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through July 31, 2014

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
✓ Enterprise Business Architect achieved certification in The Open Group Architecture Framework 9.1 (TOGAF).	An architecture framework provides a methodology for development of information-system architecture driven by, and responsive to, business needs and principles.
✓ Architecture and Strategy (A&S) Value Initiatives: During July, the A&S internal report on opportunities, challenges, and suggested improvements to A&S operations was finalized.	Through assessment of performance, the Architecture and Strategy section of the Information Services Division (ISD) can promote continually improved A&S service delivery for greater benefit to ISD in service to the courts.
✓ SC-CMS Court User Work Group (SC CUWG): As AOC representative, Enterprise Business Architect (EBA) reviewed materials for, and participated in weekly CUWG conference calls, during which feedback was provided to a number of Conceptual Project Designs (CPD's). In addition, EBA participated in the monthly SC-CMS business-focused Town Hall meeting.	The Superior Court Case-Management System (SC-CMS) 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).
✓ Preliminary testing and review of the SC_CMS case conversion (round 1) was completed.	Early detection of conversion issues will enhance the quality of conversion and increase success for pilot courts.
✓ ITG 219 – Remove SSN (Social Security Number) from JIS: Coordination of the preliminary analysis and initial design of all necessary JIS changes took place in July.	ITG (Information Technology Governance) analysis provides information to support planning for projects, including approach, project scope, and resourcing.
✓ CLJ-CMS Court User Work Group (CLJ CUWG): Enterprise Architect, as AOC representative, participated in the kick-off meeting.	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 CLJ Court Case Management System (CLJ-CMS).
Activities Planned	**Business Value**
° JIS Codes Committee: Enterprise Business Architect will review and provide insight for code requests, and will participate in the Committee's August meeting.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
° SC-CMS Court User Work Group (CUWG): The Enterprise Business Architect, representing AOC, will participate in the August 13-14 meeting, plus weekly telephone conferences to continue reviewing Conceptual Project Designs (CPDs).	The Superior Court Case-Management System (SC-CMS) 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).
° Data Quality: Architectural perspective is being provided to the AOC's Data Quality Program.	AOC's Data Quality Program aims to ensure that: (Goal #1) Data owned and shared by the judicial branch is highly accurate; (Goal #2) Stakeholders can trust judicial branch data; and (Goal #3) Data quality is consistently measured and improved.

° JIS Modernization Plan: A high-level modernization plan for the Judicial Information System (JIS) applications will be drafted. The JIS is the collection of systems, managed by the AOC, that serve the courts, the corresponding databases, data exchanges, and electronic public data access.	The modernization plan will provide high level guidance to assist long range planning.
° CLJ-CMS Court User Work Group (CUWG): Enterprise Architect, as AOC representative will prepare for, and attend, the August CUWG meeting. The meeting will focus on reviewing and revising previous CLJ court business-process design documentation to create an as-is baseline.	The CLJ as-is baseline will serve as a roadmap that will assist with development of RFP requirements for a proposed new system.
° ITG 219 – Remove SSN (Social Security Number) from JIS: During August, the analysis and system-change design will be completed.	ITG (Information Technology Governance) analysis provides information to support planning for projects, including approach, project scope, and resourcing.
° Standards for Local Automated Court Record Systems: Prepared for second review and revision of the standards, to be presented to the JIS Committee at their September 5th meeting. Work is under way with jurisdictions that are currently planning on a local CMS (case-management system) to ensure an understanding of the standards and to collect additional feedback.	The second review will assist in courts gaining understanding so as to prepare for implementation of the standards.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through July 31, 2014

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

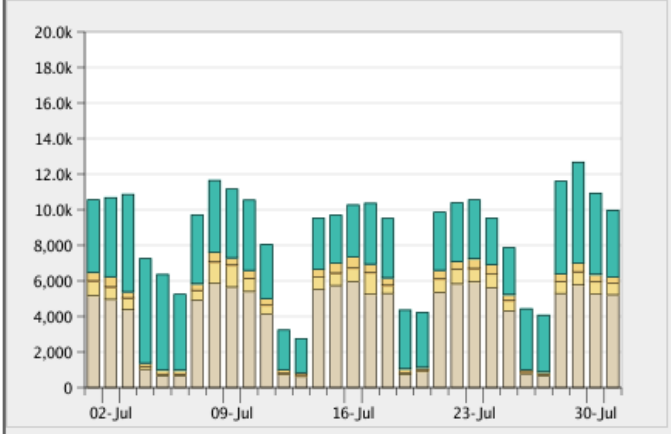
Description: AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) applications, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing, data exchange 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
✓ Updating documentation from the last Disaster Recovery Test. Setting expectations for the fall 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).
✓ Migrating all JIS Data to new Storage System. All JIS data has been migrated. Working on Windows Server storage now.	Maintaining current and supported software/hardware levels ensures users are able to continue to work.
✓ Natural 8.2.3 has been migrated to production.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ CICS/TS 5.1, which is the application server for SCOMIS and DISCIS, has been migrated to production.	Maintaining current and supported software levels ensures users are able to continue to work.
✓ Installation of DB2 Version 11 complete. As of 02/02/2014 it is available in the system test areas. Planning for a June 2014 installation.	Maintaining current and supported software levels ensures users are able to continue to work.

During the last 30 days, Spam Filtering prevented 144,000 e-mails from entering the system. Only 123,700 (46.2%) were valid e-mails. The charts below are generated by IronPort.

01 Jul 2014 00:00 to 31 Jul 2014 23:59 (GMT -07:00) Data in time range:100.0 % complete

Overview > Incoming Mail Graph



Overview > Incoming Mail Summary

Message Category	%	Messages
Stopped by Reputation Filtering	42.8%	114.6k
Stopped as Invalid Recipients	0.0%	11
Spam Detected	4.4%	11.8k
Virus Detected	0.0%	4
Stopped by Content Filter	6.6%	17.6k
Total Threat Messages:	**53.8%**	**144.0k**
Clean Messages	46.2%	123.7k
Total Attempted Messages:		**267.6k**

Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

Through July 31, 2014

Includes: Data Warehouse Unit, Data Exchange/Development Unit, and Data Quality and Data 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	
✓	Completed monthly Superior and CLJ Caseload reports.	Provide data requirements.
✓	Completed 21 new or updated user requests.	Provided customer solution.
✓	Completed 3 legislation requests.	Provided customer solution.
✓	Completed 18 data dissemination requests.	Provided customer solution.
✓	Meeting for ITG 181 for Kitsap county data feed to define requirements.	Provide data requirements.
✓	Fixed problem warrant and FTA tables.	Maintenance activity.
✓	Began work to enhance security views.	BO SP6 project task.
✓	Cleaned up and added caseload to the appellate universe.	Maintenance activity.
✓	Completed COA quarterly time in process report.	Maintenance activity.
✓	Continued work on Juvenile Cases Eligible for Sealing Report per SSHB 1651.	Provided customer solution.
✓	Manual fix for delete issue to CLJ and appellate case and participant.	Maintenance activity.
✓	Continued working on Washington State Patrol data quality discrepancies.	Maintenance activity.
✓	Met with customers for the Business Objects SP6 upgrade Kickoff meeting.	Business Objects SP6 project task.
✓	Loaded production Business Objects repository into new Development server	Business Objects SP6 project task.
	Data Exchange/Development Unit	
✓	Supported QA testing effort for INH services and INH Core infrastructure.	Help with completing the QA testing of the first phase of INH project.
✓	Created BC, FS and IEPDs for a new INH service to meet the needs of Person/Party Replication project.	Helps to complete the development of Person/Party Replication Project for CMS Integration.

✓ Continue to triage INH service defect tickets for AOC development team.	Provides assistance to troubleshoot defect causes.
✓ Coordinated and continue to coordinate with SC-CMS team and Tyler Technologies to help them with Integration to JIS.	Support Tyler with implementing Odyssey for the Pilot courts.
✓ Coordinated with CMS team with analyzing and reviewing Requirements for Person/Party Data Integration effort.	Support Tyler with implementing Odyssey for the Pilot courts.
✓ Continued 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.
✓ Coordinated with CMS team with analyzing and reviewing Requirements for Document Management System Integration effort for Pilot courts.	Support Tyler with implementing Odyssey for the Pilot courts.
✓ Continued developing the transformation solution required for mapping JIS and Odyssey data for Integrating Odyssey to the back end JIS databases.	Helps with CMS Integration effort.
✓ Completed the application for triggering Person related change events occurring in JIS to replicate Person data into Odyssey.	Help with CMS integration effort for Person Data replication.
Data Quality and Governance	
✓ Review data designs for 5 requests supporting JCS, ACORDS, Reporting, and data quality.	Change management of data designs.
✓ Document the Data Warehouse Service Delivery Process.	Process documentation and assist with process improvement.
✓ Setup the DDRT Portal page on new SharePoint.	Process improvement.
✓ Worked on A3 #DQ00008 Criminal Data Transfer to WASIS. Met with Maintenance to discuss possible establishment of a Data Quality Routine and a possible slight modification to the java code to no longer omit cases that met all other criteria but failed transfer due to missing PCN numbers. WSP will be drafting a letter with a request for this minor modification.	Identify risks, process deficiencies and propose solutions.
✓ Worked on A3 #DQ00006 Law Data Management. Group met to discuss the discrepancy between WSP WASIS and JIS systems and how laws are being handled in the WSP disposition field. The group agreed to establish a comparison process, as well as explore some technical possibilities as a solution to the issue. Education at a future conference is also an idea.	Identify risks, process deficiencies and propose solutions.
✓ Presented to ISD CIO/Director on AOC/WSP Criminal Data Quality Issues AOC has some control over.	Provide communication on data quality issues. Improve data systems integrity and accuracy. Provide required data to customers. Reduce risk due to inaccurate data.
✓ Worked on A3 DQ00004. Met to discuss how Reference Data Management from multiple sources will look in the future state in light of JADE and Local Court Standards for Case Management Systems.	Improve data systems integrity and accuracy. Provide required data to customers. Improve reference data documentation.
✓ Worked on A3 DQ00001 Dropped Tickets from ETRIP. Drafted a roles and responsibilities matrix (RACI). This will be reviewed at a date in the near future by the eTRIP team. Data Quality monitoring points in the data flow (SECTOR back office, DES, BAM, and JIS) being discussed as well as protocol for handling issues both internally and between agencies.	Improve data systems integrity and accuracy. Provide required data to customers. Reduce risk of dropped or delayed etickets.
✓ Worked on A3 DQ00005 Person Name Field Data Quality. Attended meeting on ITG 219 regarding SSN in the Person Name field. Discussion about how to prevent bad data and clean the field. It has been proposed this become a project.	Improve data systems integrity and accuracy. Provide required data to customers. Reduce security risk of SSNs and other PII in the text fields in JIS.
✓ Modified DDRT SharePoint Site.	Improve internal communication.

✓ Attend regular LEAN daily efforts and briefings on strategy to include A3 reviews and trainings to improve root cause analysis.	Improve root-cause analysis in Data Quality Issues, improve processes, measure improvement.
✓ Attended the Traffic Records Committee Workgroup, and Data Integration Subcommittee.	Improve data systems and integration between systems in support of traffic safety.
✓ Attended Database Design Review Team meetings for JIS and EDW.	Approve data standards and manage documentation.
✓ Facilitated internals meetings for Data Quality Profiling Workgroup, Data Quality Technical Workgroup, and Data Quality Reference Data Workgroups.	Improve internal AOC processes in support of Data Quality. Establish a foundation for Data Quality.
Activities Planned	**Impact/Value**
Data Warehouse Unit	
° Continue Legislative bill sizing and impact analysis.	Provides required data from legislator for bill sizing.
° Work on refining reporting architecture.	Routine maintenance.
° Continue testing COA caseload universe.	Provides required data to customers.
° Continue supporting other data quality efforts.	Provides required data to customers.
° Continue analysis for redesign or appellate and juvenile data marts.	Routine maintenance.
° Continue BOXI upgrade.	BO SP6 project task.
° Continue working with State Auditor's JIS/SCOMIS data request.	Provides required data to customers.
° Continue working with Kitsap – gathering requirements on ITG181 request.	Provides required data to customers.
° Continue supporting data extract for Snohomish/REVQ effort.	Provides required data to customers.
Data Exchange/Development Unit	
° Continue to support QA testing for INH services and INH BizTalk core components.	Help with completing the QA testing of the deployed INH services and be ready for Tyler to perform Case Replication.
° Continue to triage defects for INH services from QA testing.	Help with completing the QA testing of the deployed INH services.
° Continue to create more Business Requirements questions for the CMS team to identify business process related answers.	Helps with designing a solution for Person data replication between the two systems.
° Continue the code development 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 Solutions Architect, Developers, CMS BAs and Tyler Technologies to help finalize the Business Requirements Person/Party replication project so that the application coding efforts could continue un-hindered.	Helps with developing the solution for Person data replication between the two systems.
° Continue to work with the CMS Business Analyst to help with understanding the Requirement questions raised by the INH team and help them answer those requirements with appropriate meaningful business answer that is workable.	Helps with designing a solution for Person data replication between the two systems.
° Develop application code and continue to keep the Detailed Technical Design document updated for Person/Party data replication.	Helps with writing application code for the solution for Person data replication between the two systems.
Data Quality and Governance	
° Support Database Design Review requests.	Change Management of database designs (DDRT).
° Finalize documenting the Data Warehouse Service Delivery Process.	Process documentation and assist process improvement.
° Work together with business side to finalize Draft Data Quality Program Charter.	Formalize Data Quality Program.
° Prepare presentation for AOC Leadership Team on WASIS/AOC Criminal Data Transfer issues.	Improve communication, raise awareness of data quality issues, and reduce risk.
° Draft recommendations on the need for a data Audit Trail between systems as recommended by the Data Quality Technical Workgroup.	Improve data quality, improve security, reduce risk, and improve systems.

° Continue to work on AOC Law Table Issues, and meet with Michelle Pardee and DOL on the issue of DOL and AOC law tables not matching which is causing issues in paper tickets.	Reduce risk to public safety, provide required data to customers and ensure accuracy of data throughout the justice system.
° Meet with Business Liaison and Data Dissemination Administrator to discuss SSN Data Quality Policy and future potential policies.	Improve communication, improve data quality, and implement data quality policy.
° Attend Traffic Records Oversight/Workgroup Combined Meeting,	Improve communication, support data quality in traffic safety systems.
° Work on ITG 220- Race Ethnicity.	Improve data quality in systems.
° Facilitate Data Quality Workgroups: Technical, Data Quality Profiling/Audit, and Reference Data Quality groups.	Support internal AOC Data Quality Governance structure. Identify internal data stewards, improve data quality processes and coordination.

Operational Area: Operations

Mike Keeling, Operations Manager

Through July 31, 2014

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 – VRV On-boarding - Des Moines municipal court went live	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
✓ DX – Change share/access permissions on file drop folders used by eTrip BizTalk application	Ensure eTrip application is properly secured.
✓ Legacy Maintenance – Natural 8/CICS	Successfully Installed Natural 8/CICS upgrade.
✓ Legacy Maintenance – JIS Non-Civil Plea/Sentencing (PLS) screens	Allowed issues to be amended when there is money receipted on the case. The money needs to be backed out and re-receipted after the issue is amended. Produce an error message in PLS when amending an issue for cases with money receipted, D0635I1 "Money has been receipted for case, no amendments allowed". When there are more than 6 Conditions of Sentence (COS) multiple duplicate docket entries may be created whenever there is an update to any COS. Fix PLS bug where the code was using the wrong subscript when determining which COS needed docketing.
✓ Legacy Maintenance – JIS Non-Civil Plea/Sentencing Delete (PLSD) screen	Court users are able to delete the last issue on a case by using the F2 key, Add Issue, to bypass edits meant to prevent issueless cases. They should not be adding issues on the delete screen. Prevent the F2 key from being active for PLSD. Screen error when there was both an active warrant and FTA. Fix PLSD select to only pick one active warrant or FTA. Cannot delete an issue if there is a warrant or FTA which was ordered and cancelled. It was looking for the returned warrant date that would only be set for issued warrants or FTAs, not the cancelled/quashed date used when they are never issued. Add the cancelled/quashed date to the exclusion list when determining whether there are any active warrants or FTAs.
✓ Legacy Maintenance – VRV tickets processed by data exchange used the wrong filing date	If there are no dates in the local court calendar, the system should use the statewide calendar for the ticket receive date. Any time frames marked as 'E' or 'W' in the court calendar should be considered as "unavailable" and the system should look for the next "available" time.
✓ Legacy Maintenance – New case condition code	With the approval of the JIS Codes Committee on June 10, 2014, a new Case Condition Code was created. AJL (Alternative Jail Location).
✓ Legacy Maintenance: ITG 112 JIS Create Primary Phone Code on PER screen	Completed coding and unit testing. Waiting for QA testing.
✓ Legacy Maintenance: ITG 187 JIS Person Change History pop up screen	Completed coding and unit testing. Waiting for QA testing.
✓ WSP Disposition Transfer – Technical updates to improve maintainability of software. Updates completed. Application is now in QA.	Improve ability to respond to future requests quickly. Make it easier to detect bugs before the application is released to production.
✓ CAPS – Update to improve the performance of saving outcomes.	Enhance usability of application.
Activities Planned	**Impact/Value**

°	DX – VRV On-boarding of Puyallup municipal court.	Vehicle-related violation tickets can be sent electronically from LEA to JIS directly, saving court manual ticket entry.
°	Legacy Maintenance: ITG 41 Destruction of Records.	Continue Integration testing support.
°	Legacy Maintenance: SC-CMS.	Continue SC-CMS support.
°	Legacy Maintenance: LFO COTS.	Continue LFO COTS support. Currently developing a process to exclude processing SC-CMS courts from LFO billing process.
°	Legacy Maintenance: RN Court Support for JIS/SCOMIS.	Support for JIS/SCOMIS courts.
°	Legacy Maintenance: ITG 171 List AKA's on JIS CDT screen.	Coding changes to CDT screen to list AKA's.
°	ETP – Release of enhancement to add sort arrow to the File eTickets table.	Respond to user requests for enhancements.
°	ETP – Release of enhancement to allow tickets to be transferred between courts more than once.	Workflow enhancement so that customers can take care of a common problem themselves instead of contacting Customer Services.
°	JABS – Release of changes to include fixes to 3 plain paper warrant bugs, a plain paper warrant enhancement and some technical updates to improve maintainability.	Respond to requests for enhancements. Improve ability to respond to future requests quickly.
°	JABS: Improve logging of user activity.	Enhance security.
°	JABS: Improve support for Internet Explorer 10.	Update application as environment changes.
°	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 gap analysis for INH functionality.	Gap analysis to determine on an item-by-item level within JCS where issues might occur related to data availability and synchronization. Key to ensuring continued functionality of JCS with no impacts when Odyssey pilot courts are live.
°	JCS: Continue development of JCS version 3.00.	Version 3.00 encompasses the first pass at JCS integration with Odyssey, focusing specifically on accounting functionality identified as gaps needing filled by the JCS Commercial Off the Shelf Preparation (COTS-P) project. It adds a new accounting screen and ensures continued functionality of the Defendant Case History and Diversion Destruction Eligibility Report.

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