Integrated Solutions Group

Washington State Administrative Office of the Courts

Quality Assurance Consulting Services

INH EDE Program

Follow-on Assessment Report #6

October 16th, 2017

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Revision History

Revision	Revision Date	Name	Notes
1.0	October	ISG Team	Draft Assessment #6

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Executive Summary

This follow-on report constitutes the sixth of nine (9) quality assurance assessment reports that will be conducted for the Administrative Office of the Courts (AOC) Information Networking Hub Expedited Data Exchange (INH EDE) Program. The final assessment will be comprised of a "lessons learned" report. This sixth report builds on the Baseline Assessment and subsequent reports provided by the Integrated Solutions Group (ISG) team starting in June of 2016. Assessment Report #6 addresses the three (3) month period following delivery of Assessment Report #5 (delivered in July 2017). Overall, during this three-month assessment period, there has been significant progress made within several of the program's project tracks. The program is nearing its go-live phase and as a result many of the required deliverables to begin implementation are nearing finalization. In addition to the technical achievements being realized across the program, program staff have also made significant strides in the tools being used to manage the program, achieving noted growth within the program's ***planning processes, communications*** and ***program controls.*** These three areas are also significant in that they have been the focus of several Quality Assurance (QA) recommendations in the baseline report as well as subsequent reports.

Program Accomplishments

ISG recognizes the accomplishments made by AOC during the three-month reporting period including:

A. **Technical Analysis and Solutions**: The program realized progress on several milestones in preparations for its go-live phase:
   - A revision to JIS Data Standards in alignment with current EDR design was accomplished and is in review cycles.
   - The "simplified" version of EDR was successfully completed and is now running in a production environment.
   - Data Integration is aligned with the EDR simplification effort and data integration of JIS Person into the EDR went live on late September. The EDR is receiving live updates from JIS in the production environment.
   - Data Purge efforts have been completed and are ready to be implemented as planned within the program.
   - The Person Search standard query was developed and exposed to internal and external customers.
   - The first version of Person Matching and Data Validation was demonstrated to program stakeholders. The demonstration was aligned to the objectives of this defined check-point milestone. The demonstration session fostered additional design and functional dialog amongst the program teams. They continue to communicate with each other and are incorporating changes as ongoing development tasks.

- The Data Exchange team is realizing task objectives with the enterprise BizTalk tool being integrated into the DX framework and the JIS Link team successfully consumed data using the Person Search functionality.

B. **Program Controls**: The Program Management team developed and implemented a program milestone status tool as well as an associated Integrated Program Schedule (IPS) Go-live Dependencies visual chart for each major milestone. The two tools form a foundation from which the program can facilitate critical communications regarding milestones delivery, status of tasks within the milestones, blocking issues as well as resource need and any other coordination points required to achieve successful completion. The Program Management team is working to fully utilize the tools developed. With full adoption and utilization of the tools by all Project Managers from AOC and King County, program status and transparency will be achieved.

C. **Team Communications**: The program, at all levels within AOC, is functioning more effectively in terms of communication processes. Alignment between program staff and managers has improved and is producing tangible results. These results are represented in the velocity of tasks being completed and collaboration of team members in completing those tasks.

Emphasis of Follow-on Report #6

For this reporting period, ISG emphasizes several critical program areas to mitigate risks and improve the likelihood of success specific to scope, schedule, and budget. The following areas represent those themes and are a summary of the recommendations that follow in the detailed recommendations section of this report:

1) **Program Controls:** The program has made progress in the development of control tools as described in the accomplishment section. As the program nears a go-live decision point, all project managers within AOC and King County must be engaged and fully utilize the tools for transparent status updates and to support effective, informed decision making by the Steering Committee.
2) **Program Project Managers:** Project Managers utilizing the program's overarching control tools to update team members during team meeting, to plan tasks and activities and to discover coordination points between projects will enhance overall program performance.
3) **Preparations for go-live**: The program will require a thorough go-live assessment mechanism that will aid the steering committee, executive stakeholders and managers in preparing for the process of making the final go-live decision.
4) **Resource Allocation:** The program's AOC projects should focus resources on the most critical tasks to achieve go-live. AOC Project Managers along with the Program Manager should actively (e.g. daily stand-ups, reoccurring weekly PM meetings, etc.) evaluate status, needs and assignments to meet go-live critical milestones. Project

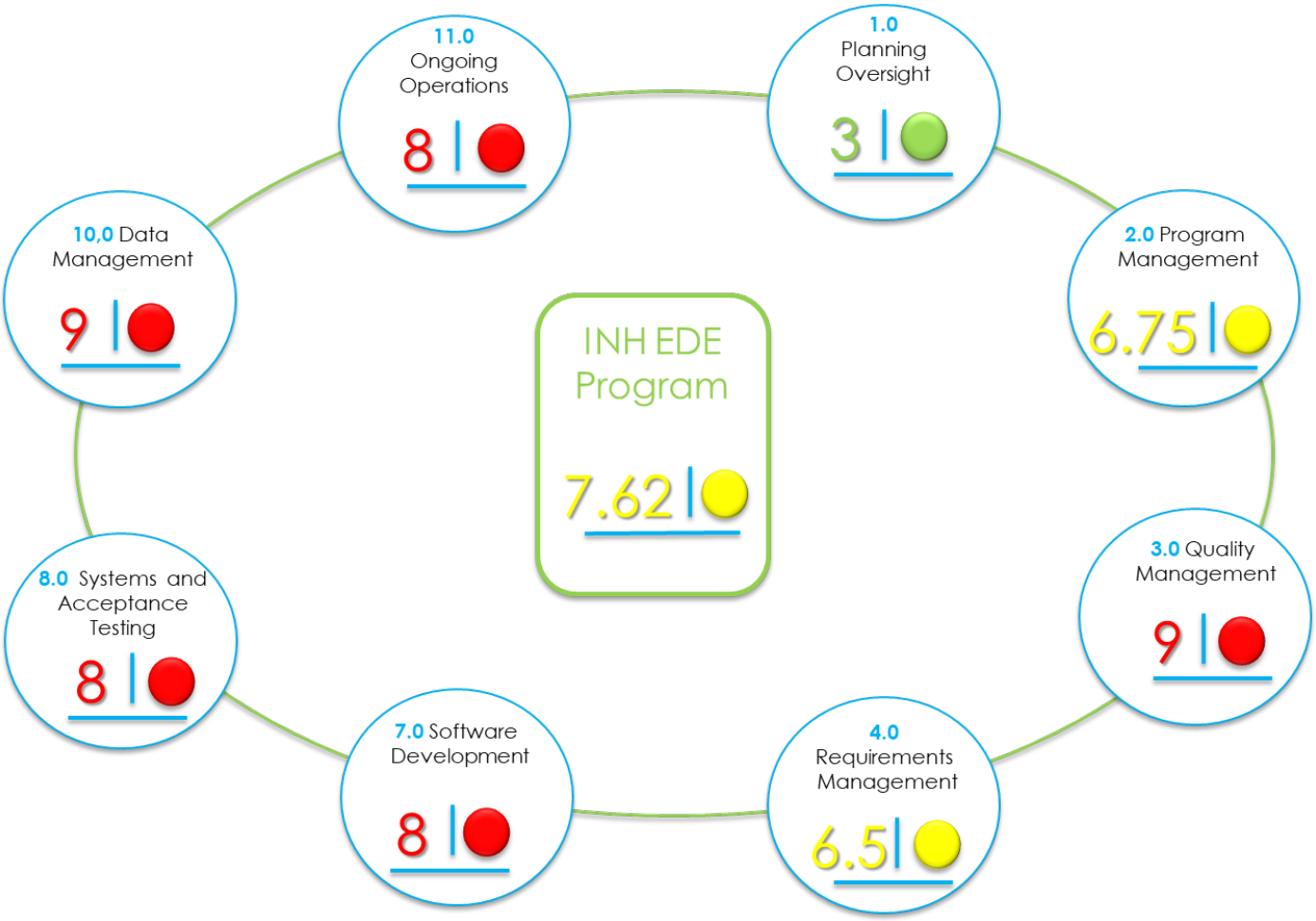
Managers working together along with the Program Managers guidance and decision making should also be very attentive to resource sharing and prevent resources on critical tasks from being disrupted or moved to other low priority tasks. If during the management of critical task completion, resources are needed and not available via the matrix system, Project Managers should escalate to the Program Manager for resolution.

5) **Business Impact Analysis:** As the program finalizes the business impact analysis document, a communication and training plan should rapidly follow. As the timing for a go-live events nears, fully understanding the business impact and developing a transition strategy should become a key point of evaluation for determining go-live readiness.
6) **Program Communication Planning:** As the program prepares for go-live, the communication plan and associated tasks (e.g. statewide stakeholder notification, information sharing and go-live preparations, etc.) will be a primary activity within project teams. It is important that teams work together, follow communications protocol, ensuring a unified program message.
7) **Data Management Plans:** The program should continue efforts to document and agree on the data management requirements for all stakeholders utilizing the EDR. Simple documentation and visual tools that convey plans and facilitate discussion are a recommended strategy. At this point in the project, promoting dialog and executing against the plan should be the main objectives in the data management documentation (e.g. JIS Data Replacement and Approval PowerPoint, JIS-EDR eCourt Person Matching).

The INH EDE program's impact assessment rating of **7.62** for the 6th assessment report reflects a ***program that is inherently complex***. While the program has made progress in mitigating risks and executing against project plans, assessment of risk will likely remain high for the program throughout its entire lifecycle.

This rating should result in a continued urgency by executive sponsors and program managers to continue taking recommended actions to mitigate program risks. Overall risk of the INH EDE program and assessment categories for Follow-on Assessment Report #6 is represented below.

INH EDE Assessment Report #6 Dashboard



Green – 1 through 3 impact weighting – Best practices, expected processes, procedures and policy, and active application of management controls. No or very little adverse impact is anticipated.

1 to 3

Yellow – 4 through 7 impact weighting – practices, procedures, processes and policy analysis yield findings that could adversely impact project outcomes; recommendations for correction or remediation are warranted.

4 to 7

Red – 8 through 10 impact weighting – practices, procedures, processes and policy analysis yield findings that have a high likelihood to adversely impact program outcomes. Recommendations for correction or remediation are time sensitive and prioritized as needing immediate attention.

8 to 10

Overall Status

In October, the Program Manager and team implemented recommendations resulting in:

Risk Status: Five (5) QA recommendations were closed and three (3) new recommendation were identified (see QA recommendation 2.2.5, 2.2.6 and 8.1.2)

Overall Status: two (2) assessment categories showed improved (lower) risk ratings, while two (2) assessment categories indicated no change and four (4) categories were assessed to have increased risk assessments.

Executive Summary Dashboard - INH EDE Assessment Reporting

The table below includes a summary of each of the Assessment Reports provided to AOC INH EDE Program stakeholders.

Assessment Category	Baseline Report	Report #2	Report #3	Report #4	Report #5	Report #6
1.0 Planning Oversight	8.0	8.0	7.5	5.0	5.0	3.0
2.0 Program Management	7.5	7.5	6.9	6.5	6.4	6.75
3.0 Quality Management	6.0	7.0	7.0	7.0	9.0	9.0
4.0 Requirements Management	7.2	7.2	7.5	8.2	8.0	6.5
7.0 Software Development	7.0	8.0	8.5	8.0	9.1	8.0
8.0 Systems and Acceptance Testing	8.0	7.0	8.0	8.5	7.0	8.0
10.0 Data Management	8.0	8.0	8.0	8.0	9.0	9.0
11.0 Ongoing Operations	-	-	-	2.0	4.0	8.0
Overall Assessment Rating	**7.39**	**7.98**	**7.62**	**6.65**	**7.18**	**7.62**

1.0 Planning Oversight

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
1.1.1. High Priority Recommendation: Develop a procurement strategy to support program vendor and staffing needs.	Closed	A. The program has a strong working relationship with the agency's procurement team. Coordination and planning for program needs has improved the procurement team's ability to ensure delivery of services needed in this area. B. The program does not anticipate needing procurement services during the upcoming phases of the project as team resources and major procurement cycles have been completed.	5.0	3.0
1.1.2. High Priority Recommendation: Account for procurement tasks and dependencies within the overall schedule.	Closed			
1.1.3. Develop a high-level procurement plan and strategy that can be utilized by other areas of the program for planning purposes.	Closed			
1.1.4. High Priority Recommendation: Consider development of alternative procurement processes and methods (i.e. convenience contracts that would enable the development of talent pools to be utilized by the project).	Closed			

2.0 Program Management

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
2.1 Project Sponsorship				
2.1.1. High Priority Recommendation: Adopt a standard executive view dashboard to report program and track status monthly so that progress can be monitored in an objective and measurable way.	Closed	*A.* The Program Management team has completed a revised status report format and associated IPS Go-live Dependencies visual, both tools have been utilized in the July	9.0	7.0

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
		and August Steering Committees. *B.* Project Managers from AOC and King County are not utilizing the newly developed status reporting and IPS Go-live Dependencies visual on a consistent manner. *C.* The Status report and IPS dependencies visuals are not recognized by staff within the program's project tracks.		
2.1.2. Re-affirm or adjust Steering Committee membership and voting roles given recent staffing additions.	Closed	A. The Steering Committee membership continues to be aligned to Program needs. The Committee members are dedicated and committed to participation in required committee meetings. B. One of the two INH EDE Steering Committee's co-sponsor will be transitioning out of their role as co-chair for the committee. The co-chair arrangement of the INH EDE Steering Committees has been effective. It is recommended that this position be filled immediately.		

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
2.1.3. Identify all decisions to be addressed in advance of the Steering Committee and include on the agenda.	Closed	A. The Steering Committee agenda is reflective of decisions that are upcoming. B. It is recommended that a Steering Committee decision log be added to the minutes for the group.		
2.1.4. Make a decision during the Steering Committee meeting; OR, clearly identify the path to a decision in a decision log. Follow up on the identified action item at the next meeting until the decision is complete and documented in the log	Closed	A. The Committee has a working decision-making process that has been observed and assessed to be functioning as needed.		
2.1.5. Communicate decisions back to respective team members after each Steering Committee meeting.	Closed	A. The Program Management team may realize benefit from communicating Steering Committee meeting information and decision outcomes to staff. It has been observed that staff in some cases may be lacking this information, impacting their overall understanding of program status and impactful decisions.		
2.1.6. Review the meeting protocols and reaffirm or adjust as agreed to by the membership.	Closed	**See Current Assessment** 2.1.2		

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
2.1.7. Agree on notice for SC materials to be published.	Closed	A. The program and participants have been providing materials in the agreed upon timeframes. B. Materials are thorough and well prepared. C. It is highly recommended that all Projects reporting in the Steering Committee utilize the agreed upon status report and overview documents.		
2.1.8. Identify decisions on SC agenda in advance of meeting.	Closed	A. As the program nears go-live it will be incumbent on Steering Committee members to follow the protocols for decision making processes within the forum.		
2.2 Management Assessment				
2.2.1. High Priority Recommendation: Clarify roles and responsibilities, lines of authority and communication, within tracks and across the program.	Closed	A. Roles within the program are defined and functioning as planned. B. As go-live nears, prioritization of task may require shifting resources to priority tasks. It will be critical in that process that Project Managers work together and have agreement on priorities.	9.0	7.0
2.2.2. High Priority Recommendation: Identify responsibility for decision making and criteria for escalation	Closed	A. The program has defined a decision-making process. As described above, that process is working, however additional,		

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
		proactive reminders of the process and what will be expected of stakeholders prior to go-live events may be beneficial to producing expedient decisions.		
2.2.3. High Priority Recommendation: Develop an integrated, high-level view of the schedule showing critical milestones and inter-dependencies across projects/tracks.	**Open**	A. The program has developed both the status report and associated IPS Go-live Dependencies visual overview of critical milestones of the program's schedule. These tools have been developed in a thorough manner. However, their value will not be fully realized until all Program Project Managers at AOC and King County fully utilize the tools.		
2.2.4. High Priority Recommendation: Conduct a program kick off with the teams to reinforce the program schedule, scope, roles and responsibilities, etc. Consider coordinating this activity with current town hall program meetings.	**Closed**	A. The program has an all staff weekly meeting that should utilize the status and IPS dependency document to update status. This will ensure that all program staff understand the overall schedule, progress, challenges and status of the program.		
New 2.2.5 High Priority Recommendation: The Program should develop and adopt an assessment matrix for evaluating go-live readiness and areas of associated risk. This tool should be utilized in the upcoming Steering	**Open**	A. The program is in the process of developing a draft go/no-go decision-making matrix for review.		

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
Committee and Executive Team forums to determine final go-live approval.				
New 2.2.6 High Priority Recommendation: Project Managers should utilize the program's control tools (milestones matrix and associated IPS Go-live Dependencies visual charts).	**Open**	A. Project Managers' utilization of the programs overarching control tools has not been observed. Use of these tools by all Project Managers to update team members during team meetings, to plan tasks and activities and to discover coordination points between projects will enhance overall program performance.		
2.3 Project Management				
2.3.1. Develop a Program Management Plan (PMP) that aligns with the recommended PMBOK PMP. To realize the benefit of a PMP as quickly as possible, ISG recommends development of the PMP in three (3) iterations: 1st Iteration: Document the three (3) program baselines (scope, schedule and budget); 2nd iteration: Document standard processes to be applied across the program for Communications Management, Stakeholder Management, Procurement Management, Human Resources Management, Change Management and Risk Management; 3rd iteration: Document standard processes to be applied across the program for Configuration Management, Scope Management, Schedule Management, Cost Management, Quality Management, Process Improvement and Requirements Management.	**Closed**	A. The PMP is complete and many of the plan's control points have been implemented and are functioning as required.	6.0	6.0

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
2.4 Business Process Reengineering				
2.4.1. High Priority Recommendation: Conduct a business impact assessment to determine overall impact and determine need for organizational change management and business process re-engineering to support continued public safety.	**Open**	A. As the program has progressed in terms of its design and requirements, it has become clearer that there will be business impacts during implementation of the new system. The program is working to complete its business impact analysis. It is highly recommended that the business impact documentation be converted into an actionable transition plan that is easily enacted in the short timeframe left prior to implementation. B. It is highly recommended that the go-live criteria include a business readiness section. The evaluation should be focused on go/no-go readiness in terms of business impacts being addressed and risks mitigated.	6.0	9.0
2.4.2. High Priority Recommendation: Develop a plan for addressing business impacts based on outcomes of the assessment. Consider bringing in a User Advisory Group to consult on impact and approach.	**Open**			
2.5 Risk Management				
2.5.1. High Priority Recommendation: Develop and maintain a RAID log documenting risks, assumptions, issues and decisions; publish log in a central repository for communicating to team members.	**Closed**	A. The program is actively working to manage risk and issues. B. Further communication and sharing of the risk log may enable needed program dialog within project tracks.	6.0	8.0

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
2.5.2. Log all decisions in a central repository so there is a clear record and the decisions can be communicated broadly to the team.	**Open**	A. A simplified Risk log is recommended.		
2.6 Change Management				
2.6.1. Develop a Change Management Plan as part of the larger PMP (see recommendation 2.3.1) that identifies the formal process for identifying, approving and communicating changes to scope, schedule and budget.	**Open**	A. The program's AOC projects have a change management plan that documents process. B. The Change Management (CM) must be utilized across the program to facilitate a cross-program discussion and awareness of the impacts of proposed change.	9.0	9.0
2.7 Communications Management				
2.7.1. High Priority Recommendation: Schedule regularly occurring meetings for AOC Program Manager and Track Program Managers to stay in synch and coordinate activities across tracks.	**Open**	A. The Program's AOC Project Managers are not meeting on a weekly basis outside of the Program Managers Meeting with King County Project Managers. B. Lack of a AOC Project Managers meeting is assessed to be causing communication gaps between managers internal to AOC. These communication issues have also been observed to impact staff within project teams.	5.0	9.0

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
2.7.2. High Priority Recommendation: Schedule regularly occurring meetings between AOC managers, KCDC and KCCO PMs to address integration points between AOC and other jurisdictions.	**Open**	A. The Program's Project Managers meetings are utilizing the program status report as well as program high-level milestone scheduling tools for the AOC tracks only. B. The Program's Project Management meeting is not consistently attended by all the Program's Project Managers. The lack of consistent attendance and participation has caused visible communication gaps between the Program's Projects.		
2.8 Configuration Management				
2.8.1. Review configuration management processes in project management level and technical management level meetings.	**Open**	A. The technical managers have made significant strides in the requirements management for the program. Projects within the program are utilizing SharePoint to capture and organize requirements.	8.5	6.0
2.9 Program Estimating and Scheduling				
Note: See Recommendation **2.7.1 and 2.7.2** for project plan and status reporting templates being used to monitor and manage the critical path.	**Open**	**See Current Assessment** 2.7.1 and 2.7.2	9.0	7.0

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
2.10 Program Personnel				
2.10.1. High Priority Recommendation: As part of the PMP, develop a program level staffing management plan that provides a high-level plan for staffing needs, acquisition and management.	Closed	A. The AOC project tracks within the program have made progress in structuring and utilizing all available resources. B. Program Manager and AOC Project Managers need to work together to align resources to high priority tasks.	4.0	7.0
2.10.2. High Priority Recommendation: With staffing management plan developed, look to meet staffing needs by: 1) Consider reallocating staff within or across organizations. 2) Complete the work with the least resource dependent approach. 3) Re-schedule resource dependent tasks that are not on the critical path.	Closed			
2.11 Program Organization				
2.11.1. Develop a project organizational chart with clear lines of communication and authority along with clear roles and responsibility definitions as part of the PMP Staffing Management Plan (see recommendation 2.3.1).	Closed	A. The organization chart for the program has been developed and staff are aligned to the roles defined.	4.0	4.0
2.12 Subcontractors and External Staff				
The programs management of sub-contracted and contracted resources is an assessed area of strength as such, there are no recommendations.	Closed	A. The Program is adept in its ability to manage contracted resource, incorporating those resources into program and project track activities in an efficient and effective manner.	2.0	2.0

3.0 Quality Management

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
3.2 Quality Assurance				
3.2.1. High Priority Recommendation: Develop a program level quality review for program deliverables at a project and track level.	**Open**	A. As the program near its first go-live, there is a critical need to implement a simple deliverables approval process for all key deliverables within the program that includes versioning so everyone is working from the most recent and approved document. The schedule and coordinated events depend on deliverables that are timely and that meet the business requirements of the program.	9.0	9.0

4.0 Requirements Management

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
4.1 Requirements Management				
4.1.1. High Priority Recommendation: Develop a program level requirements management plan and process as part of the PMP (see recommendation 2.3.1). 1) Utilize a centralized repository model that is available to both technical teams as well as business analysts. 2) Develop processes for requirements traceability throughout SDLC.	**Open**	A. The program has made progress regarding the definition of requirements and resulting high-level design. High-level design documentation is being managed through SharePoint. There is a clear requirements analysis and management plan as well as	7.5	6.0

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
		resources dedicated to those processes. B. Emphasis on the utilization of subject matter experts is strongly recommended.		
4.2 Security Requirements				
4.2.1. High Priority Recommendation: Develop a program level security requirements assessment and monitoring program as part of the overall requirements management component of the PMP.	**Open**	A. An initial Security Assessment has been conducted by an independent assessment firm. B. It is highly recommended that the subsequent follow-up security audit be conducted on the system prior to go-live and potentially be incorporated into the go-live readiness assessment process.	8.5	8.5
4.3 Requirements Analysis				
4.3.1. High Priority Recommendation: Conduct a program level requirements analysis review as a part of the overall requirements management processes for the program.	**Open**	**See Current Assessment** 4.1.1 above.	7.5	6.0
4.4 Interface Requirements				
4.4.1. High Priority Recommendation: Conduct a program level interface requirements analysis review as a part to the overall requirements management processes for the program.	**Open**	**See Current Assessment** 4.1.1 above.	8.5	6.0

7.0 Software Development

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
7.1 High Level Design				
7.1.1. High Priority Recommendation: Develop a program level high-level design document. 1) Ensure design requirements can be traced back to system requirements. 2) Create configuration control within high level design documents.	**Open**	A. The program has made progress in the high-level design to include both documentation and communication of design. B. The program should continue to utilize simplified documentation methods and visual aids in communicating design. C. Agreement for design plans and functions whenever possible, should utilize a simplified documentation and discussion process (e.g. Data Purge process and Data Validation demonstration and associated documents).	9.5	8.0
7.2 Detailed Design				
7.2.1. High Priority Recommendation: Create program level detailed design documentation and processes. 1) Ensure design requirements can be traced back to system requirements. 2) Create configuration control within high level design documents.	**Open**	**See Current Assessment** 7.1.1 above.	8.5	8.0

7.3 Code				
7.3.1. High Priority Recommendation: Create configuration control within development plan and approach	**Open**	**See Current Assessment** 2.8.1 above.	8.5	8.0

8.0 System and Acceptance Testing

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
8.1 Acceptance and Turnover				
8.1.1. High Priority Recommendation: Complete and publish a program-wide test plan that identifies testing definitions, schedule, roles and responsibilities, approach, methodology, scope, entrance and exit criteria for different phases of testing, test reporting, and testing inter-dependencies across components. 8.1.2. High Priority Recommendation: Program end-to-end testing is highly recommended prior to go-live. All required project tracks should prioritize ensuring that needed elements (data, resources, environments, etc..) to conduct end-to-end testing are in place and can be utilized. End-to-end testing results should be an element of the go-live readiness assessment.	**Open**	A. The program has developed a test plan that is comprehensive in outlining an approach and activities as well as entrance and exit criteria. This plan requires finalization and resulting communication to impacted Program Project teams. B. Risk assessment within the testing assessment category remains high because of the testing requirements, cross-program participation and the limited time remaining prior to go-live.	8.0	8.0

10.0 Data Management

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
10.1 Data Managment				
10.1.1. High Priority Recommendation: Develop program level data management plan to include an overall inventory of interfaces identifying parameters by interface as well as individual interface control documents (ICDs) that define the details about the interface including data mapping between systems, ETL and data validation rules, frequency, method of transfer.	**Open**	A. The program has made progress in defining Data Management in accordance with long term plans. B. Program teams have developed visual aids and simplified documentation that has drastically improved the understanding of the technical requirements of the Data Management plans (e.g. Data Purge process and Data Validation demonstration and associated documents). C. The program continues to need a simplified version of the full Data Management plan. At this point in the project lifecycle, this documentation can be used to confirm understanding and assist teams in finalizing plans.	8.0	9.0

11.0 Operations Oversight

Recommendations	Status	Current Assessments	Follow-on #5	Follow-on #6
11.1 Operations Oversight				
11.1.1 High Priority Recommendation: Additional development of draft Maintenance and Operations plan should be a focus of Project Managers in preparations for Production activity of EDR. Project team should strive to release revised version of M&O plan prior to system moving into final testing phases in Fall of 2017.	**Open**	A. As the program nears its first full go-live, draft maintenance and operations plans are required. Roles and processes for go-live support will be critical and defining those roles and ensuring they are in place prior to go-live should be a part to the final go-live decision process.	4.0	8.0

Appendix B. ISG INH EDE Discovery Interviews

ISG conducted interviews as an information gathering and validation process of the discovery and assessment phase. Interview sessions were designed to gather information in relationship to the ISG QA Framework. Interviewee questions were prepared in advance by the ISG team assigning specific QA Framework questions to the roles of individuals being interviewed.

AOC Interviews

1. Kevin Ammons
2. Sree Sundaram
3. Kumar Yajamanam
4. Tim Anderson
5. Scotty Jackson
6. Sriram Jayarama
7. Ramsey Radwan
8. Dirk Marler
9. Veronica Diseth
10. Bryan Hay
11. Ramasree Sunchu
12. Daniel Springer
13. Amy Hunter
14. Adam Campbell

INH EDE Stakeholder Interviews

1. Shuyi Hu
2. Barb Miner
3. Palomino, Othniel
4. Enrique Kuttemplon

Appendix B. INH EDE Follow-on Assessment Report

ISG QA Process Background and Approach

ISG's process in developing the baseline assessment report included discovery interviews, program artifact reviews, and program meeting attendance. Meeting attendance included INH EDE Program Steering Committee, JISC, and/or other program level meetings. Artifact review includes project plans, project budget reports, status reports, deliverable documentation and project management methodology, please refer to (Appendix B & C) for full list interviewees and deliverables reviewed.

Within the follow-on assessment reporting tables that follow, the reader will find both Qualitative and Quantitative assessment findings, both of which are defined as follows.

ISG Qualitative Analysis System

Assessment/Findings:

Describes ISG assessment findings in narrative and qualitative form. This information is gathered from key staff interviews and documentation review and is specific to the ISG QA framework area being assessed.

Expected Outcome:

This area of the assessment report is intended to provide the reviewer with a high-level definition of what is expected from the assessment area. ISG can provide additional detail in these areas to include examples and templates in some cases for AOC utilization.

Project Controls:

The program controls section lists PMI PMBOK and general industry best practices, program/project control techniques and tools. ISG can support this section with examples and discussion of techniques and tools.

Recommendations:

For categories of the assessment framework that have assessment findings, ISG has included recommendations. Recommendations are based on industry best practices and practical ISG team experiences.

Appendix C. ISG INH EDE Discovery Documentation

ISG was provided the following project documents in the assessment and discovery phase. ISG's assessment and findings is based in part on review of the documents reviewed.

INH EDE Program

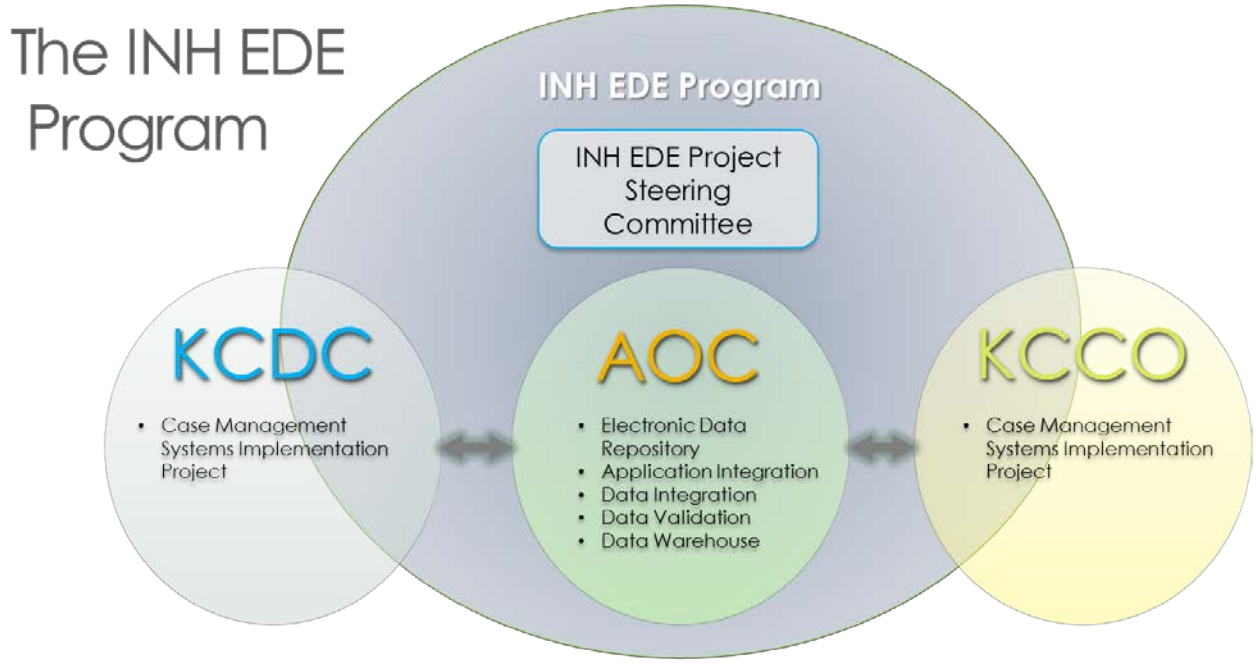
1. EDE Docs Status Reports
2. JIS Data Replacement and Approval PowerPoint
3. JIS-EDS eCourt Person Matting PowerPoint
4. EDE Milestone Visual Schedule
5. EDE Draft Test Plan
6. EDE Program SharePoint site
7. EDE Ingestion List
8. EDE All Staff Presentation
9. Project Charters/Scope
10. Project Governance
11. EDR Project Charter _ KC Go Live
12. EDE Org Chart
13. INH-EDE Project Steering Committee reporting
14. Steering Committee Meeting Minutes
15.

Committee/meeting

16. Expedited Data Exchange Steering Committee
17. JISC Reporting and presentation
18. JISC EDR Data Standards
19. INH EDE Program Town hall
20. AOC & KC Meeting Minutes
21. AOC Expedited Data Exchange March 2017
22. Expedited Data Exchange Budget Status April 2017
23. Expedited Data Exchange Major Milestones
24. Provisionally Approved JIS Data Standards for Alternative Electronic Court Records Systems
25. Application Integration High Level ver 0 9

Project/track

1. Project Track Schedules
2. Project Track Resourcing Information
3. Project Track monthly reports
4. EDE SharePoint Portal
5. EDE Project Budget Summary (Steering Committee)
6. AOC KC Data Exchange Proposal 02-27-15
7. Data Integration and Data Validation Charter _signed
8. EDR InScope_OutOfScopeV1 5
9. JIS Application Integration and Data Warehouse Charter signed
10. Signed AOC Expedited Data Exchange Steering Committee Charter
11. Justification DW
12. Priority Checklist
13. Statement of Work EDE Application Integration revised 4-6-16

The INHE EDE Program Overview

INH EDE is currently under development by the Administrative Office of the Courts (AOC). When complete, the INH EDE will perform a critical business function of providing access to offender data across jurisdictions statewide, so that continued public safety of Washington residents can be assured. The INH EDE will eventually replace a legacy data repository that contains offender data from all thirty-nine Washington counties.