



WASHINGTON  
COURTS

## Judicial Information System Committee (JISC)

Friday, February 26, 2021 (10:00 a.m. – 12:00 p.m.)

**Register in advance for this meeting:**

**[February 26<sup>th</sup> JISC Meeting Registration Link](#)**

***Once registered, you will receive a confirmation email with details on how to join the meeting. Additional Zoom tips and instructions may be found in the meeting packet.***

### AGENDA

1.	<b>Call to Order</b> <ul style="list-style-type: none"> <li>a. Introductions</li> <li>b. Announcement of New Member Judge Lisa Worswick, Division II Court of Appeals</li> <li>c. Rich Johnson's Last Meeting (retirement)</li> <li>d. Approval of Minutes</li> </ul>	Justice Madsen, Chair	10:00 – 10:10	Tab 1
2.	<b>JIS Budget Update</b>	Mr. Ramsey Radwan, MSD Director	10:10 – 10:20	Tab 2
3.	<b>Legislative Update</b>	Mr. Devon Connor-Green, Contracted AOC Legislative Liaison	10:20 – 10:35	Tab 3
4.	<b>DECISION POINT:</b> <b>Approve Revised IT Governance Delegation Matrix</b>	Ms. Vicky Cullinane & Mr. Curtis Dunn, Business Liaisons	10:35 – 10:55	Tab 4
5.	<b>JIS Priority Project #1 (ITG 102):</b> <b>Courts of Limited Jurisdiction Case Management System (CLJ-CMS)</b> <ul style="list-style-type: none"> <li>a. Project Update</li> <li>b. Role of QA on the CLJ-CMS Project</li> <li>c. QA Report</li> </ul>	Ms. Cat Robinson, PMP  Mr. Allen Mills, Bluecrane	10:55 – 11:25	Tab 5
6.	<b>JISC Rule 13 Update</b>	Justice Madsen, Chair	11:25 – 11:50	Tab 6
7.	<b>Committee Reports</b> Data Dissemination Committee (DDC)	Judge John Hart, DDC Chair	12:00 – 12:10	Tab 7
8.	<b>Meeting Wrap Up</b>	Justice Madsen, Chair	11:50 – 12:00	
9.	<b>Informational Materials</b> <ul style="list-style-type: none"> <li>a. Board for Judicial Administration (BJA) Meeting Minutes</li> </ul>			Tab 7

	b. ITG Status Report		
Persons with a disability, who require accommodation, should notify Anya Prozora at 360-705-5277 or <a href="mailto:Anya.Prozora@courts.wa.gov">Anya.Prozora@courts.wa.gov</a> to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodations, as requested.			

## Future Meetings:

**April 23, 2021**

**June 25, 2021**

**August 27, 2021**

**October 22, 2021**

**December 3, 2021**

# February 26<sup>th</sup> Judicial Information System Committee (JISC) Meeting

- All audio has been muted.
- Anya Prozora will start the meeting with roll call, and you will be asked to unmute yourself.
  - *Please mute your audio after roll call.*
- Only JISC Members should have their video feeds on for the duration of the meeting.
- Please leave your video feed **turned off unless you are asking a question and speaking.**
  - **Please mute yourself and turn off your video once you are done speaking.**
- Zoom allows you to hide non video participants should you wish, generally in “More” option on mobile devices or “...” next to a non video participant or in your video settings on a PC.
- If you join the meeting late please wait until you are asked to be identified.

# JISC Zoom Meeting Instructions

When: February 26, 2021, 10:00 AM Pacific Time

Register in advance for this meeting:

[February 26<sup>th</sup> JISC Meeting Registration Link](#)

After registering, you will receive a confirmation email containing information about joining the meeting.

- In order to attend the Judicial Information System Committee (JISC) meeting you will be **required to register in advance.**
  - After registration you will receive an email with your options to attend the meeting.
  - You can attend via a computer, cellphone, or tablet
  - **All video should be disabled** except for the JISC Chair, Vice Chair, and the presenters (**please do not turn on your video feed during the meeting**)
  - You can use the audio from your laptop, cellphone and tablet or use the dial in numbers provided in the registration email
  - It is recommended you download the Zoom app for the best experience viewing the meeting materials
  - You do **not have to sign in to join the meeting – Click “not now” if prompted**
  - Once you have entered in the required information you will be placed on hold until admitted into the meeting.
1. **Attendance via laptop** – Using your laptop microphone and speakers
    - a. Click on “Click Here to Join”
    - b. Click “Open Zoom” or Cancel and Click “join browser” at the bottom of the screen
    - c. Enter the meeting password from the registration email
    - d. Laptops will generally ask to test your computer audio and microphone.
    - e. Once you have confirmed your audio and microphone work you can close this window and wait for the meeting to start
    - f. Once you have been admitted to the meeting you can choose to join with your Computer Audio or Phone Call
    - g. Choose Computer Audio if your sound settings you tested worked
    - h. Choose Phone Call
    - i. Choose one of the numbers provide
    - j. When prompted enter the meeting ID
    - k. When prompted enter your **unique** participant ID
    - l. **IF** prompted enter the meeting password (you may not be prompted to do this)
    - m. Confirm you want to join with dial in rather than computer audio
  2. **Attendance via Desktop** (No computer audio) – Using the dial in conference number
    - a. Click on “Click Here to Join”
    - b. Click “Open Zoom” or Cancel and Click “join browser” at the bottom of the screen
    - c. Enter the meeting password from the registration email
    - d. Choose “Phone Call” if prompted on the next screen
    - e. Choose one of the numbers provide
    - f. When prompted enter the meeting ID
    - g. When prompted enter your **unique** participant ID
    - h. **IF** prompted enter the meeting password (you may not be prompted to do this)
  3. **Attendance via cellphone/tablet** – Download the Zoom app for IOS or Android

- a. Make note of the password prior to clicking on the link from your phone or tablet
  - b. Click on “Click Here to Join”
  - c. Choose Zoom if the app does not automatically open
  - d. Enter the meeting password
  - e. Wait to be admitted to the meeting
  - f. IF not prompted once admitted to the meeting Click “Join Audio” at the bottom of the screen and choose “Call via Device Audio” (IOS users may see a different set up choose “Call using Internet Audio” if given the option)
  - g. At the bottom of the screen you will have the option to unmute yourself
  - h. If you wish to view the meeting on your phone/tablet **only** and choose to use your cell phone for audio, then choose the dial in option for Android or IOS and follow the steps in **#2 d through h above**.
  - i. If the audio and other options disappear, tap the screen and they will be available to edit
- 4. Attend via Dial in only**
- a. Choose one of the Telephone numbers listed on your registration email
  - b. Enter the Meeting ID when prompted
  - c. Enter # at the next prompt (you will **not** have a Participant ID when attending via telephone only)
  - d. Enter the meeting Password when prompted
  - e. Wait to be admitted into the meeting

**Below is a helpful YouTube tutorial on joining a Zoom Meeting.**

<https://www.youtube.com/watch?v=hIkCmbvAHQQ&feature=youtu.be>

# JUDICIAL INFORMATION SYSTEM COMMITTEE

December 4<sup>th</sup>, 2020  
10:00 a.m. to 12:00 p.m.  
Online Zoom Meeting

## Minutes

### Members Present:

Justice Barbara A. Madsen, Chair  
Judge Scott K. Ahlf  
Ms. Mindy Breiner  
Mr. Joseph Brusic  
Judge John Hart  
Mr. Rich Johnson  
Judge J. Robert Leach  
Judge Kathryn Loring  
Mr. Frank Maiocco  
Ms. Barb Miner  
Chief Brad Moericke  
Judge Robert Olson  
Mr. David Reynolds  
Ms. Dawn Marie Rubio  
Mr. Bob Taylor  
Ms. Margaret Yetter

### Members Absent:

Ms. Paulette Revoir

### AOC Staff Present:

Ms. Charlene Allen  
Mr. Kevin Ammons  
Ms. Tammy Anderson  
Ms. Jenni Christopher  
Mr. Kevin Cottingham  
Ms. Vicky Cullinane  
Mr. Keith Curry  
Ms. Vonnie Diseth  
Mr. Curtis Dunn  
Mr. Rob Eby  
Ms. Christy Hunnefield  
Mr. Mike Keeling  
Ms. Hayley Keithahn-Tresenriter  
Mr. Martin Kravik  
Mr. Dirk Marler  
Ms. Anya Prozora  
Mr. Ramsey Radwan  
Ms. Cat Robinson

### Guests Present:

Ms. Beth Baldwin  
Mr. Allen Mills  
Ms. Teri Munsch  
Ms. Heidi Percy  
Mr. Terry Price  
Ms. Bonnie West  
Ms. Betsey Wharton  
Judge Lisa Worswick

## Call to Order

Justice Barbara Madsen called the Judicial Information System Committee (JISC) meeting to order at 10:02 a.m. This meeting was held virtually on Zoom.

## Meeting Minutes

Justice Madsen asked for a motion to approve the October minutes. Ms. Margaret Yetter made the motion and Mr. Bob Taylor seconded. Hearing no opposition, the Committee approved the minutes as written.

## Election of New JISC Vice-Chair

It was previously announced that Judge J. Robert Leach, JISC Vice-Chair, would be retiring at the end of December 2020, and thus would be stepping down from his position on the Committee. Justice Madsen recognized Judge Leach for his ten years of service on the JISC and as Chair for the Data

Dissemination Committee, and his career on the bench of the Court of Appeals. She thanked him for his dedication and for his many contributions to the justice system of Washington and wished him the very best on behalf of the JISC.

Judge Leach thanked the members of the JISC for their hard work and dedication, and all the members of the judiciary who have worked on committees, court level user groups, etc. for the vital work they do to help the judicial system function. Judge Leach added that he will be replaced by Judge Linda Cobert on the Court of Appeals, Division 1.

Judge Leach nominated Judge John Hart, of Whitman County District Court, for the position of vice-chair of the JISC. Judge Kathryn Loring seconded the nomination. There were no other nominations. All members present voted in favor, with Judge Hart abstaining. Judge Hart was elected the new vice-chair of the JISC. Judge Hart thanked the Committee and then thanked Judge Leach for his mentorship.

### **JIS Budget Update**

Mr. Ramsey Radwan announced that the Board for Judicial Administration (BJA) approved the general fund priorities on November 20<sup>th</sup>, and the budget was submitted to the Legislature for consideration at the end of the month. The budget will now be reviewed by the Senate and the House of Representatives. Mr. Radwan then provided an update of the 19-21 budget (green sheet). The CLJ-CMS Project is moving forward smoothly and on budget, with hiring for both business and technical sides in progress. The AC-ECMS is also remains on budget.

Mr. Radwan then provided a statewide revenue update. He reminded the Committee of the Economic and Revenue Counsel's June 2020 forecast which suggested that between this biennium and the next, revenue was anticipated to be down by \$8.9 billion. Executive agencies implemented 15% budget cuts to help mitigate this deficit. The September forecast showed revenue was down by much less than previously forecast (\$4.3 billion). The November forecast now shows the deficit was reduced even further (\$3.5 billion) and the revenue is essentially stagnating. The next forecast will be in February, which the Legislature will consider in its work on the 21-23 biennial budget. Mr. Radwan stated there will likely be additional reductions in state government in the current biennium, as the Legislature and Governor's office are pushing for more reductions to help save the next biennial budget. This would include reducing the amount available in the State General Fund, which will impact expenditures across the board.

### **JIS Data Standards Update**

Ms. Jenni Christopher provided an update on the JIS Data Standards. The Data Standards identify the crucial pieces of court case information that are shared statewide. The last version of the Data Standards was approved by the JISC in December 2019. The request before the JISC at this meeting is for formal approval of any changes to the Data Standards which have occurred since the previous approval. These changes (included in the meeting materials under Tab 4) have been provisionally approved under the authority previously granted by the JISC. Ms. Christopher summarized some of the key provisional updates, which were made as King County District Court (KCDC) integrated with

the Enterprise Data Repository (EDR) in November 2020. AOC is working with multiple courts on their future integrations with the EDR, and it is anticipated that there will be more changes to the Data Standards and these and other courts are onboarded. As such, AOC requests the JISC grant continued provisional approval authority as they work with these courts.

Ms. Christopher added that AOC would like to improve the JIS Data Standards approval process by conceptualizing a proposal for a JIS Data Standards Committee. This group would be representative of all the stakeholders (both data contributors and users) and would review and approve change requests on a more routine basis. When ready, AOC will bring this committee proposal to the JISC for review. Until that committee is established, AOC will continue with the current change review process, which includes conducting an impact analysis for any proposed change.

Ms. Barb Miner emphasized the importance that any changes should be vetted with the impacted courts and clerk's offices before they go before the JISC. Ms. Christopher agreed, stating that AOC cannot always anticipate stakeholder impacts. This feedback from stakeholders takes place while impact analyses are being conducted. Once the new JIS Data Standards Committee is established, this vetting with stakeholders would occur prior to the changes being brought before the committee. Ms. Tammy Anderson added that AOC communicates with the courts before any changes are proposed. Impact analyses are currently sent to court technical leads. However, communications will be sent out to a larger group (including Clerks) going forward.

#### **Decision Point: Approval of JIS Data Standards v2.0.7**

Justice Madsen asked if there was a motion to approve v2.0.7 of the JIS Data Standards.

#### **Motion: Ms. Dawn Marie Rubio**

I move to approve the JIS Data Standards for Local Automated Court Record Systems (Data Standards) version 2.0.7 with all changes that have been provisionally approved.

#### **Second: Ms. Margaret Yetter**

**Voting in Favor:** Justice Barbara Madsen, Judge Scott Ahlf, Mr. Joseph Brusic, Judge John Hart, Mr. Rich Johnson, Judge J. Robert Leach, Judge Kathryn Loring, Mr. Frank Maiocco, Ms. Barb Miner, Judge Robert Olson, Mr. David Reynolds, Ms. Dawn Marie Rubio, Mr. Bob Taylor, Ms. Margaret Yetter

**Opposed:** None.

**Absent:** Ms. Paulette Revoir

The motion was passed.

Justice Madsen asked if there was a motion to allow AOC to retain provisional approval for changes to the Data Standards.

**Motion: Ms. Dawn Marie Rubio**

I move to allow AOC to continue the provisional process for approving updates to the JIS Data Standards during the course of future integrations with the Enterprise Data Repository (EDR).

**Second: Ms. Margaret Yetter**

**Voting in Favor:** Justice Barbara Madsen, Judge Scott Ahlf, Mr. Joseph Brusich, Judge John Hart, Mr. Rich Johnson, Judge J. Robert Leach, Judge Kathryn Loring, Mr. Frank Maiocco, Ms. Barb Miner, Judge Robert Olson, Mr. David Reynolds, Ms. Dawn Marie Rubio, Mr. Bob Taylor, Ms. Margaret Yetter

**Opposed:** None.

**Absent:** Ms. Paulette Revoir

The motion was passed.

**JIS Priority Project #1 (ITG 102): Courts of Limited Jurisdiction – Case Management System (CLJ-CMS)**

Ms. Cat Robinson provided an update on the CLJ-CMS project. The project kick-off meeting was held in October 2020 with Tyler Technologies and AOC, and the team conducted a Washington Case Management Orientation Session with Tyler. Project managers from both teams are working on the project schedule that will include eFiling, case management systems, supervision, and any accompanying support tasks. Completion of the project schedule is targeted for the beginning of 2021. Regular touch points have been set up with the Tyler team and the AOC project team, and a survey was recently conducted with the CLJ courts requesting potential planning conflicts.

The project team has also been meeting with Tyler's eFile team to discuss eFile integration and configuration; financial institution documentation has also been submitted to the pilot courts to generate merchant ID for eFiling. Mr. Bob Taylor asked about making eFiling mandatory for litigants represented by counsel. Ms. Vicky Cullinane confirmed that it will be mandatory for litigants with attorneys to use eFile and eServe after 90 days for the pilot courts, after 30 days for all other courts. AOC is working on a model local rule with the DMCJA Rules Committee.

Ms. Robinson announced that the CLJ-CMS Project Steering Committee approved the rollout schedule for court implementation following the four pilot courts. (The rollout map can be found in Tab 5 of the meeting materials.) Eastern Washington and North Washington will be the first and second groups. Four outreach sessions were held in October 2020 with the DMCMA to discuss the various aspects of the project and implementation. Gap analysis is currently being conducted with Tyler and the Court User Work Group (CUWG), and a report will be prepared and provided by Tyler in early 2021.

## **JIS Priority Project #2 (ITG 252): Appellate Courts – Enterprise Content Management System (AC-ECMS)**

Mr. Martin Kravik gave an update on the AC-ECMS project. The project is nearing completion and will be finished on June 30, 2021. Three staff resources have been added to assist with testing, work in web access applications and letter generation. The workflows are nearly complete, with some modification work remaining. The project team continues work on automatic letter generation, and ten letters have now been deployed. Design of the web access functionality is almost finished. The proposal for web access has been developed and has been submitted to the AOC Architecture Review Board (ARB) for review and approval. Additionally, high-level requirements have been gathered from the courts for a document retention solution and an analysis is underway. Next steps include building the web access to court documents solution, document retention analysis, and continuing document workflow configuration and automatic letter generation.

## **EDR Integration Update**

### **KCDC Nov. 2<sup>nd</sup> Go-Live Report**

Ms. Tammy Anderson reported that the Enterprise Data Repository (EDR) program completed another successful go-live event with King County. Effective November 2, 2020, King County District Court (KCDC) began using their eCourt case management system from Journal Technologies. KCDC's case and person related data is now sent to the EDR through the data exchange process and can be viewed in JABS and JCS. Ms. Anderson related that this was the smoothest and largest EDR go-live event to date, and she lauded the excellent collaboration and coordination between both the EDR and KCDC project teams. This implementation is now going through a 90-day stabilization period, where AOC works with KCDC to track any potential issues and concerns.

### **JIS Priority #3 (ITG 27): Seattle Municipal Court CMS to EDR Data Exchange**

Seattle Municipal Court (SMC) has always had its own case management system. SMC provides a daily file containing a subset of data through a data exchange with AOC in order to populate JIS with case data. SMC has a new CMS replacement project and has chosen to implement C-TRACK from Thomson-Reuters with a planned release for launch in the third quarter of 2022. SMC will develop an integration solution that will be using the EDR integration web services to provide data to AOC. Statewide systems will display more complete data from SMC. SMC will now exchange data through the EDR with judicial partners such as Washington State Patrol (WSP), Department of Licensing (DOL), and Department of Fish and Wildlife (DFW). The EDR team has been meeting regularly with SMC business and technical teams on various activities including mapping JIS Data Standards, identifying data gaps, reviewing EDR integration requirements, and coordinating data exchanges with judicial partners. Ms. Anderson highlighted Data Standards mapping as a critical, time-intensive activity. Next steps include identifying DOL data exchange data gaps with SMC, beginning communication with SMC and DOL to discuss non-JIS data exchanges, and assisting SMC with their project milestones.

## **Statewide Data Warehouse (SDW) Project (ITG 286)**

Ms. Charlene Allen provided an update on the Statewide Data Warehouse (SDW) project. The SDW project is a multi-year, multi-phase effort that will enable statewide reporting of data from information

provided from local case management systems sending data into the EDR. Each phase will allow additional reporting capabilities for the courts, justice partners, and other stakeholders requesting data. Phase I of the project focuses on getting basic case data from the EDR to the statewide data warehouse. Release 1 of this phase relates to dependency data and was completed in November 2020. All dependency data is now available in the SDW; AOC Research is using the dependency data in the SDW to create a report that will be released in January 2021. The SDW team has now begun work on criminal and offender data, which is scheduled to be available in Release 2 in August 2021. The project team has also resolved conflicts in mapped codes from KCCO to the EDR, has implemented a new best practice for statewide entry of dependency details data for the dependency pattern form, and trained AOC staff to use the new data warehouse for reporting data from the EDR.

Mr. Bob Taylor asked if the public would have access to the data at the end of the project. Ms. Allen stated that the project is not currently targeted for public access, but rather for the courts and clerk's offices. The public will have access to caseload data, but they will not have a tool to create ad hoc reports. The AOC research department or the court can write their own reports (without separate software) to pull the data and provide it to the public if they request it. Mr. Kevin Ammons clarified that JIS Link is what provides general public access to court data. It makes all publicly available data accessible to everyone and continues to be maintained and available.

### **WSP Modernization – W3 (ITG 242)**

Mr. Kevin Ammons provided an update on WSP's modernization project. WSP will be modernizing their Washington State Identification System (WASIS) criminal history system in order to process more records automatically, make several changes to improve functionality, and to make many process changes. The biggest difference courts and clerks will see is WSP will cease to use the 9-digit process control number (PCN) on fingerprint cards, but rather will transition to use the 18-digit transaction control number (TCN) as the primary number to track fingerprinting events to criminal cases. Clerks will need the TCN number to link fingerprints to a court case when WASIS is deployed. The project was delayed due to COVID-19 impacts but should be completed and implemented by May 11, 2021.

Mr. Ammons said that changes will need to be made to Odyssey, SCOMIS, DISCIS, Case Replication (SCDX), JABS, and the Electronic Ticket Process to allow for the 18-digit number (and/or the current 9-digit number). These changes will be implemented by January 18, 2021. Release Notes will be sent out as they are updated. This means all of the systems will be updated before the WSP system goes live, and AOC will be ready to handle the changes. Both AOC and WSP will be sending out information on the changes and which number (PCN or TCN) people should use. On the same day of WSP's implementation or the day following, AOC will be implementing a new WSP Disposition data exchange.

### **2021 eFiling Plan for the Odyssey Superior Courts**

Mr. Keith Curry provided an overview of the eFiling plan for Odyssey Superior Courts. During the SC-CMS Project implementation, eFiling was not in scope. AOC has worked with Snohomish County over the past year on implementation of Tyler's Odyssey File and Serve (OFS) and the integration into the Odyssey CMS. Numerous counties want to implement OFS and have submitted individual ITG requests. In July, AOC discussed a possible statewide approach for the superior courts with Justice

Madsen. The plan is to implement the same charging model that will be used by the CLJ-CMS Project. The charging model (fee-for-service) is cost neutral for both AOC and the counties. There will be exceptions for the indigent, government filers, qualified legal service providers, and domestic violence protection orders. The timeline for Odyssey DMS counties will span nine months and be completed by November 2021. Plans are still being made on how to implement third-party DMS courts.

Mr. Curry stated the courts would like to see eFiling quickly, so some issues have not yet been addressed. Some judges are still asking for paper files (even with eFiling), but this issue will need to be addressed in the future. Self-represented litigants (SRLs) can access eFiling if they would like to do so, but it is not required. It is optional in many counties but varies across the state. Mr. Curry said eFiling will be set up with an envelope fee that the filer pays. There may be an option to add on fees for counties, but discussions will need to continue. No one wants to delay the process, so the fees can be implemented at a later date.

### **Data Dissemination Committee (DDC) Report**

Judge Leach provided an update on the work of the Data Dissemination Committee, which met earlier today. Meeting details and decisions can be found in the DDC minutes on the Washington Courts website.

### **Board for Judicial Administration (BJA) Report**

Justice Madsen reminded the Committee that the BJA minutes are contained in the JISC packet behind Tab 11.

### **Meeting Wrap Up & Adjournment**

Justice Madsen adjourned the meeting at 11:47 am.

### **Next Meeting**

The next meeting will be February 26, 2021, via Zoom from 10:00 a.m. to 12:00 p.m.

### **Action Items**

	<b>Action Items</b>	<b>Owner</b>	<b>Status</b>
10/23/2020	Formalize Equipment Replacement Workgroup and develop a charter.	AOC/Ramsey Radwan	<b>Pending</b>
10/23/2020	Update ITG delegation matrix dollar approval levels.	AOC/Vicky Cullinane, Curtis Dunn	<b>In progress</b>

**Administrative Office of the Courts**  
**Information Services Division**  
**Project Allocation & Expenditure Update**  
**2019-2021 Allocation**

**Biennial Information as of 12/31/2020 (Fiscal Month 18)**

Initiatives--JIS	TOTAL ALLOTTED	EXPENDED AND ENCUMBERED TO DATE	BALANCE
<b>Courts of Limited Jurisdiction - Case Management System (CLJ-CMS)</b>	<b>\$13,482,274</b>	<b>\$4,223,548</b>	<b>\$9,258,726</b>
<b>Appellate Courts - Electronic Content Management System (AC-ECMS)</b>	<b>\$2,207,000</b>	<b>\$1,520,720</b>	<b>\$686,280</b>
<b>TOTAL 2019-2021</b>	<b>\$15,689,274</b>	<b>\$5,744,268</b>	<b>\$9,945,006</b>



# IT Governance Delegation Matrix Update

Vicky Cullinane, ISD Business Liaison  
Curtis Dunn, ISD Business Liaison  
February 26, 2021



# What is IT Governance?

- IT Governance is a process for guiding information technology investment decisions.
- It puts decisions about IT spending priorities in the hands of the court stakeholders.
- It focuses on involving court users in the decision-making process from start to finish.
- It ensures that the process is open and inclusive.

# IT Governance Website



Home | Login | Bookmarks | eService Center

Advanced Search

Search

- + AOC Resources
- + Court Resources
- + Court News
- + Directories & Contacts
- + Education
- + Judicial Info System (JIS)
- + Judges' Resources
- + Legal Resources
- + Organizations
- + Help
- + Maintenance Utilities

## Information Technology

# Governance

Home

Initiate a Request

Status of My Request

See Other Requests

Detailed Reports

FAQs

**What is Information Technology Governance (ITG)?** IT Governance is the framework by which IT investment decisions are made, communicated and overseen. What does that really mean; a true partnership between Information Technology and the Court Community Business Partners. IT Governance is successful when business processes and technology processes work together by utilizing a set of procedures developed to govern strategic outcomes. This is IT Governance.

The Administrative Office of the Courts (AOC) is working with the Judicial Information Systems Committee (JISC) to deploy a governance method that promotes:

- Transparency –Requiring ongoing communication on proposed projects
- Open and Inclusive - Court Communities have a voice in choosing what is most important for their communities and for the State of Washington
- Business problems for the courts are reviewed holistically; how to benefit the many rather than the few
- One streamlined process for request with consistent rules

### How does it work?

The governance process has 5 steps. They are initiate, endorse, analyze, recommend and schedule. Throughout each step of the governance process the court community will have a voice.

### Show me the process.

- [Initiating a Request](#)
- [How is a request Endorsed?](#)
- [Who Analyzes the information?](#)
- [Who recommends my request for Implementation?](#)
- [When is it scheduled?](#)

# View Governance Requests

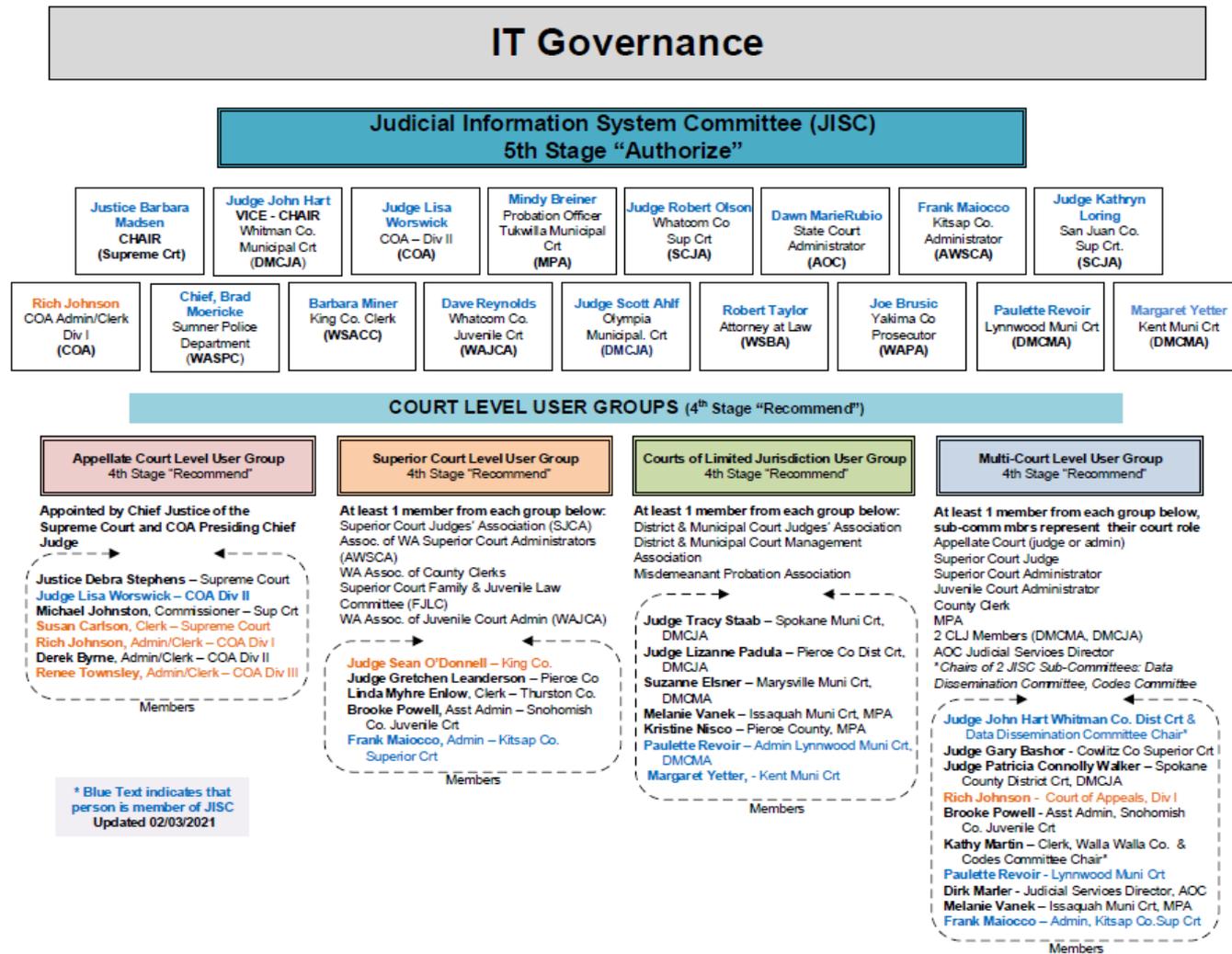
## Reports

Home ▾ | [Initiate Request](#) | [My Requests](#) | [Other Requests](#) | [Reports ▾](#) | [Resources ▾](#)

### Endorsing Group Reports

ID	Title	Status	Status Comment
<b>Supreme Court</b>			
No requests have been assigned to this endorsing group.			
<b>Court of Appeals Executive Committee</b>			
34	<a href="#">Need a create an e-mail button on acords event screen</a>	Closed	COAEC declined to endorse this request and will incorporate it into a future request.
45	<a href="#">Appellate Electronic Filing</a>	Awaiting CLUG Recommendation	Pending JISC decision.
52	<a href="#">ACORDS Letter Modification</a>	Awaiting CLUG Recommendation	Scheduled for Feb 14 - Apr 14.
53	<a href="#">Modify ACORDS Table Download Job</a>	Awaiting CLUG Recommendation	Scheduled for Feb 21 - Apr 14.
<b>Superior Court Judges' Association</b>			
3	<a href="#">Imaging and Viewing of Court Documents</a>	Awaiting CLUG Recommendation	Pending JISC decision.
12	<a href="#">Adult Risk Assessment</a>	Awaiting CLUG Recommendation	Project has been initiated.
<b>Washington State Association of County Clerks</b>			
25	<a href="#">seal criminal judgment records</a>	Awaiting Analysis	AOC preparing legal analysis to validate possible solution for this request.
43	<a href="#">Cause Code - DVC -Domestic Violence with Children</a>	Closed	Endorsement declined by WSACC.
47	<a href="#">Cause Code for TEDRA cases under RCW 11.96A and 11.97</a>	Closed	Functionality in this request was implemented in the Dec 20 release.

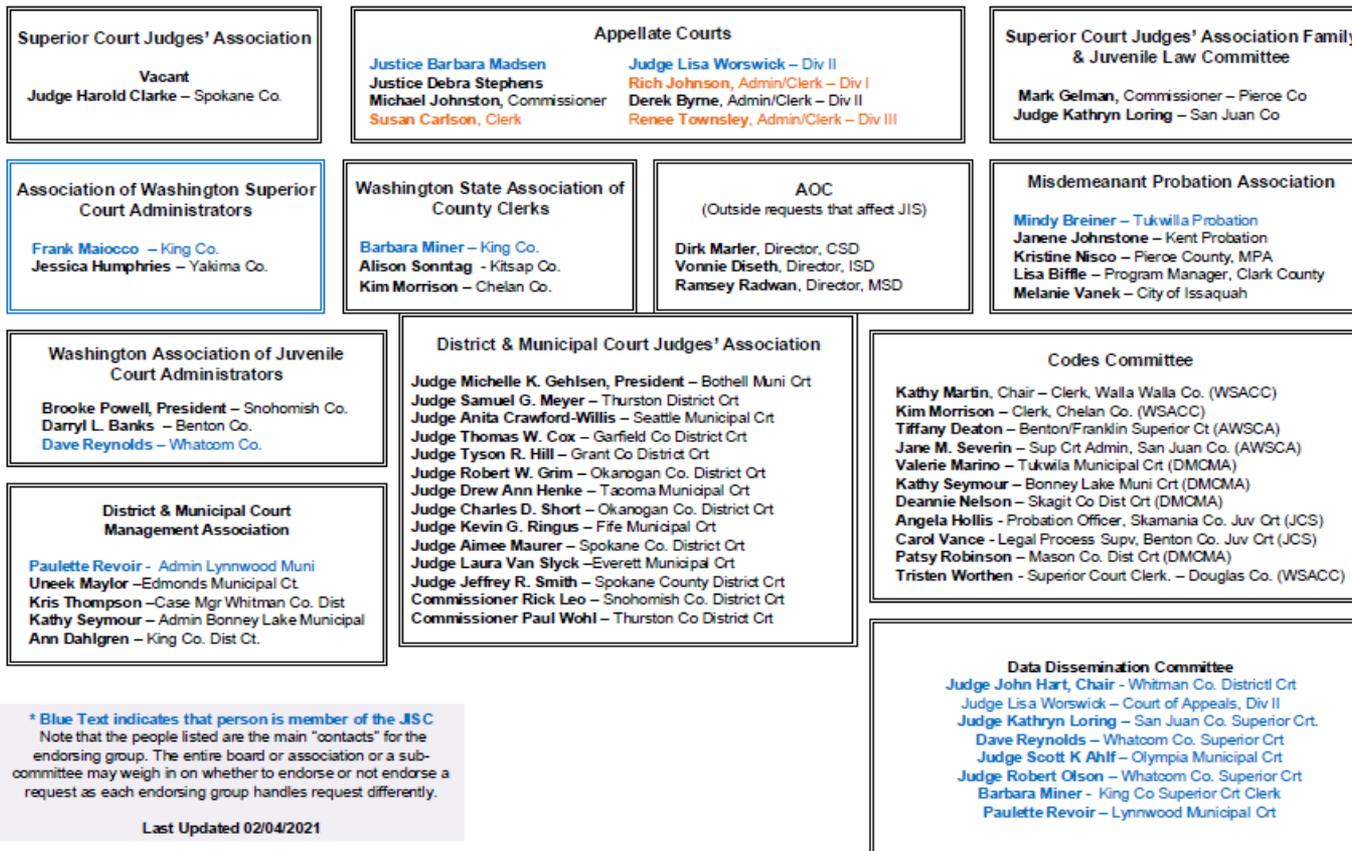
# Who Makes the Decisions?



# Who Makes the Decisions?

## IT Governance

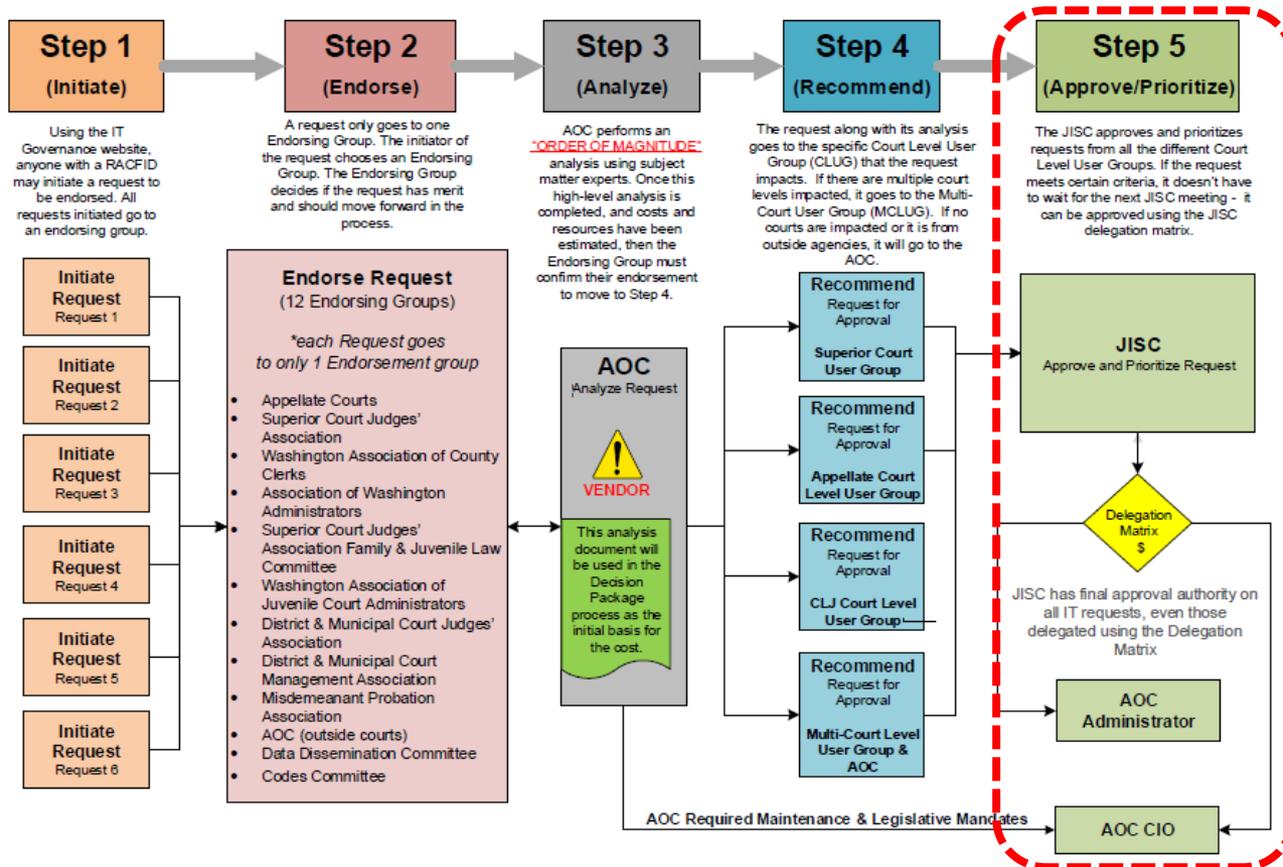
### 12 ENDORSING GROUPS (2<sup>nd</sup> Stage "Endorse")



\* Blue Text indicates that person is member of the JISC  
Note that the people listed are the main "contacts" for the endorsing group. The entire board or association or a sub-committee may weigh in on whether to endorse or not endorse a request as each endorsing group handles request differently.

# What This Proposal Impacts

## IT Governance Process Flow



Approved/Prioritized work will be scheduled by AOC based on required resource availability



# Why are the Changes Necessary?

- The current ITG process was implemented in 2010 and has not been updated since.
- Initially, the JISC set the delegation authority very low because it was a new process and they wanted to see how it would work.
- After 11 years of experience and numerous large, complex technology projects successfully implemented, it is time to re-evaluate the delegation authority limits.
- In addition, inflation over the past 11 years further supports an increase in the delegation authority.



# What are the Changes?

- The proposal simplifies the matrix by reducing the number of work description categories and associated thresholds from 9 to 3.
- The proposal recommends increasing the maximum authorization thresholds for the WA State Court Administrator and AOC CIO to reflect the historical sizing/cost of the work done and types of work.
  - AOC CIO threshold increased to \$500,000
  - State Court Administrator threshold increased to \$1,000,000
- Other adjustments to terminology used in the matrix to more accurately reflect actions taken by different roles in the process.

# Current ITG Delegation Matrix

Project Classifications												
Project Classification Description	Not-to-Exceed Cost	Community of Interest	Discipline / Association	AOC	Court Level User Groups	AOC CIO	AOC Administrator	JISC & JISC Exec Committee				
		Ongoing			Quarterly	Weekly	Bi-Weekly	Bi-Monthly				
Enhancement – existing applications that are to be changed in a limited manner that do not require extensive planning and communication	\$25,000	Initiate	Endorse (may engage with Staff)	Analyze	Recommend	Schedule						
	\$50,000					Recommend	Schedule					
	Beyond					Recommend	Recommend	Schedule				
New – applications or functions not currently provided	\$50,000									Schedule		
	\$100,000									Recommend	Schedule	
	Beyond									Recommend	Recommend	Schedule
Replacement – removing applications or functions currently provided that are to be materially changed or retired, requiring extensive planning and communication	\$100,000									Schedule		
	\$250,000									Recommend	Schedule	
	Beyond									Recommend	Recommend	Schedule

**NOTES:**

- (1) Preplanned operational activity occurs outside of the matrix.
- (2) Not-to-Exceed costs include AOC hours.

# Proposed ITG Delegation Matrix

IT Governance Delegation Matrix								
Request Authorization Thresholds	Community of Interest	Discipline / Association	AOC	Court Level User Groups	AOC CIO	WA State Court Administrator	JISC	AOC
Meeting Frequency: As Required							Bi-Monthly	Monthly
Up to \$500,000	Initiate Request	Endorse and Validate Endorsement after Analysis	Analyze	Recommend Approval and Prioritize within the respective CLUG	Authorize	No Action Required →		Schedule
Up to \$1,000,000					No Action Rqrd →	Authorize	No Action Rqrd →	Schedule
Over \$1,000,000					No Action Required →		Authorize & Prioritize	Schedule

- NOTES:**
- 1) AOC schedules all work based on prioritization, resource availability and legislative mandate.
  - 2) AOC required maintenance and legislative mandates are managed by AOC.
  - 3) Threshold amounts include AOC hours.



# Decision Point

## IT Governance Delegation Matrix – JIS

The IT Governance Delegation Matrix is a tool by which levels of delegated authority can be determined for specific classifications of IT requests. The following “JIS IT Governance Delegation Matrix” reflects the delegated authorities accepted by the JISC at their June 2009 meeting.

Project Classifications								
Project Classification Description	Not-to-Exceed Cost	Community of Interest	Discipline / Association	AOC	Court Level User Groups	AOC	AOC	JISC & JISC Exec Committee
						CIO	Administrator	
			Ongoing		Quarterly	Weekly	Bi-Weekly	Bi-Monthly
Enhancement – existing applications that are to be changed in a limited manner that do not require extensive planning and communication	\$25,000					Schedule		
	\$50,000					Recommend	Schedule	
	Beyond					Recommend	Recommend	Schedule
New – applications or functions not currently provided	\$50,000	Initiate	Endorse (may engage with Staff)	Analyze	Recommend	Schedule		
	\$100,000					Recommend	Schedule	
	Beyond					Recommend	Recommend	Schedule
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	Beyond					Recommend	Recommend	Schedule

### NOTES:

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### IT Governance Delegation Matrix

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**NOTES:**

- 1) AOC schedules all work based on prioritization, resource availability and legislative mandate.
- 2) AOC required maintenance and legislative mandates are managed by AOC.
- 3) Threshold amounts include AOC hours.

Judicial Information System Committee Meeting

February 26, 2021

## **DECISION POINT – IT Governance Delegation Matrix**

### **MOTION:**

- I move that the JISC approve the updated IT Governance Delegation Matrix.

### **I. BACKGROUND**

As part of the JISC-approved modernization and integration, AOC initiated a series of key initiatives in 2009. One of those initiatives was to develop an IT Governance process, a necessary foundation for establishing a consistent process for IT investment decision-making.

In 2010, the JISC approved the IT Governance Framework which resulted in the existing IT Governance process. The process was created through a lengthy collaboration between AOC and a broad group of representatives in the court community, facilitated by Sierra Systems, and based on industry best practices.

The IT Governance process requires requests to move through five stages before they are approved for work: initiation, endorsement, analysis, endorsement confirmation, court level user group recommendation and approval (also known as “schedule”) by the JISC or a delegated authority if the request is smaller than a fixed amount.

### **II. DISCUSSION**

The IT Governance Delegation Matrix has not been updated since its inception in 2010. In the intervening years, AOC has successfully managed multiple large replacement projects. Over that time, it became apparent that the dollar value thresholds in the matrix were low, based on actual costs of IT projects, resulting in relatively small projects, that could have been managed at their court level, being raised to the JISC for prioritization. It also became evident that the descriptions of the various types of IT work in the matrix were unnecessarily complex and confusing. The proposed updated delegation matrix raises the dollar thresholds for delegation, simplifies the description of project types, and clarifies the descriptions for parts of the ITG process.

All stakeholder involvement throughout the ITG process (initiate requests, endorsement, endorsement confirmation, and court level user group recommendation and approval) remains unchanged.

## **PROPOSAL**

The JISC should approve the updated IT Governance Delegation Matrix, which increases the delegation thresholds and clarifies the matrix descriptions to reflect actual practices. The threshold for AOC CIO approval is increased to \$500,000 and the threshold for State Court Administrator is increased to \$1 million.

### **III. OUTCOME IF NOT PASSED**

If the updated IT Governance Delegation Matrix is not approved, the JISC will continue to use the current matrix.



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

## **Project Update**

Cat Robinson, PMP  
CLJ-CMS Project Manager

February 26, 2020



# Recent eFiling Project Activity

- ✓ Completed eFiling kick off meetings with 4 pilot courts
  - Pierce District Court
  - Tacoma Municipal Court
  - Gig Harbor Municipal Court
  - Fircrest/Ruston Municipal Court
- ✓ Established weekly eFiling check in meetings with 4 pilot courts

# Recent CMS Project Activity

- ✓ Completed Gap Analysis with Tyler
- ✓ Completed the Project Management Plan
  - Project Charter
  - Issue & Risk Management Plan
  - Communication Plan
  - Project Schedule
- ✓ Completed the Project Operational Plan
  - Test Plan
  - Training Plan
  - Data Conversion Plan
- ✓ Installed Odyssey 2019 to AOC servers

# eFiling Outreach

- ✓ Project Steering Committee Outreach to the DMCJA and DMCMA (2/19/2021)
  - ✓ Presented by Paulette Revoir – PSC Chair, and Judge Kim Walden – PSC Vice Chair
- Outreach to the WSBA hosted by local judges and administrators
  - Pilot Courts – 2/26/2021
  - Group 1 – 3/3/2021
  - Group 2 – 3/17/2021
  - Group 3 – 3/19/2021
  - Group 4 – 3/26/2021
  - Group 5 – 3/30/2021
  - Group 6 – 4/2/2021

# eFiling Go-Live Dates

<b>Event</b>	<b>Association Outreach</b>	<b>Kick off (Week of)</b>	<b>Permissive Go Live (Week of)</b>	<b>Mandatory Go Live (Week of)</b>
Pilot	Friday, February 26, 2021	Monday, January 18, 2021	Monday, June 7, 2021	Sunday, September 5, 2021
Group 1	Wednesday, March 3, 2021	Monday, April 19, 2021	Monday, August 9, 2021	Wednesday, September 8, 2021
Group 2	Wednesday, March 17, 2021	Monday, May 3, 2021	Monday, August 23, 2021	Wednesday, September 22, 2021
Group 3	Friday, March 19, 2021	Monday, May 17, 2021	Tuesday, September 7, 2021	Thursday, October 7, 2021
Group 4	Friday, March 26, 2021	Monday, May 31, 2021	Monday, September 20, 2021	Wednesday, October 20, 2021
Group 5	Tuesday, March 30, 2021	Monday, June 14, 2021	Monday, October 4, 2021	Wednesday, November 3, 2021
Group 6	Friday, April 2, 2021	Monday, June 28, 2021	Monday, October 18, 2021	Wednesday, November 17, 2021

# eFiling Communications

- eFile implementation requirements/imperatives
- eFile rollout plan
- Model local rules for mandatory eFiling
- Merchant IDs for non-pilot courts
- Notice to Courts RE: Bar association town halls/info sessions with Tyler and AOC
- Communication with WSBA regarding OFS info sessions
- Info session communication for each region
- eFile FAQ



# Work in Progress

- Finalizing the development projects with Tyler, which were identified in GAP analysis
- Working on installation of CLJ-CMS Odyssey to internal AOC servers
- Weekly eFiling check in meetings with pilot courts to prepare for go-live events
- Preparing for development sprints beginning in March 2021

# Active Project Risks – January 2021

Total Project Risks			
Low Risk	Medium Risk	High Risk	Closed
2	5	7	0

High Risks Status		
Risk	Probability/Impact	Mitigation
<p><b>Middleware Solution</b> – The A&amp;S group is exploring new middleware solutions for AOC. The project needs the middleware to bring data from Tyler to AOC.</p>	Likely/Moderate	Ensure that the ability to migrate the current in house solutions is available within the proposed solution which eliminates the later need for rework.
<p><b>Performance Issues</b> – If Odyssey doesn't perform as well as the current solution due to technology constraints then users may struggle</p>	Moderate/Moderate	Working with the SC Team to understand the perceived issues. Focusing on messages to the courts. Educating the courts on ways to work with the new system

# Active Project Risks – January 2021

High Risks Status		
Risk	Probability/Impact	Mitigation
<b>COVID-19</b> – Working remotely adds complexity to the day-to-day business needs of the project.	Moderate/Moderate	AOC has used remote capabilities to conduct meetings for many years. The project team is comfortable with remote work and has what is needed to be successful.
<b>IT Constraints</b> – When users experience technical difficulties IT support is not as readily available as if the user was working in the office.	Moderate/Moderate	If users experience issues, encourage them to reach out to IT support and request assistance. If additional support is required, work with the infrastructure team to help.
<b>AOC Integrations</b> – If the integrations required are not accurately defined then there is a risk of scope creep which can impact the overall deployment.	Moderate/Moderate	Identifying the required integrations and distinguishing between required and nice to have. Focusing on the required integrations.



# Active Project Risks – January 2021

High Risks Status		
Risk	Probability/Impact	Mitigation
<b>Equipment Funding</b> – Additional funds may be needed to assist some courts with the local equipment purchases.	Moderate/Moderate	If the CLJ-CMS project uses a similar funding model to the SC-CMS, then there are additional complexities to consider. There are significantly more CLJ courts which adds to the need. Working with the budget office to determine the best path.
<b>Funding</b> – The state budget is tight and COVID has added extra complexity. If costs are cut, then there can be project impacts.	Moderate/Moderate	The required decision package has been submitted for the CLJ courts. Spending has been limited - only spending as necessary.  If additional cost savings are required, then being careful and deliberate on where to cut costs will be crucial.

# Next Steps

Milestone	Date
CMS - Case Initiation Sprint	Start – 1 March 2021
CMS - Case Processing Sprint	Start – 22 March 2021
CMS - Calendaring Sprint	Start – 12 April 2021
eFiling – Kick off meetings	Start – 19 April 2021
CMS - Financials Sprint	Start – 3 May 2021
eFiling – Pilot Court Go-Live	6 June 2021



# Independent Quality Assurance Update

Mr. Allen Mills  
Bluecrane, Inc.

February 26, 2020

# Washington Courts Judicial Information Systems Committee (JISC)

## Background on Quality Assurance

*bluecrane*

February 26, 2021



- Definition of “Quality Assurance”
- *bluecrane’s* Approach to QA
- Key Success Factors for QA
- Monthly QA Deliverable



- QA is the ongoing, independent assessment of project management processes and activities
- When used effectively, QA consulting services provide Executive Sponsors, Sponsors, Steering Committees, and project managers and their teams with valuable independent insight into how well project activities are going and where corrections might be needed
- Fundamental differences between Project Management, QA, and auditing
  - ✓ Project Management is **directive** and a part of direct “line” management
  - ✓ QA is independent, external, collaborative, and advisory (forward-looking)
  - ✓ Auditing is independent, external, and usually backward-looking



- We apply the same project management rigor and discipline to our own work that we assist our clients in applying to their projects
- Approach is founded on frequent contact and interaction with the project sponsor, project manager, members of the project team, and other stakeholders
  - ✓ Fosters a healthy relationship for achieving the primary objective of all involved: the successful delivery of the project's deliverables within approved budget, schedule, scope, and quality parameters
- Philosophy of “early warning”
- Reviews and assessments will address *“whatever needs addressing at that moment/stage/phase of the project under review”*
  - ✓ It's a mistake to get too prescriptive about QA areas of assessment too soon
  - ✓ We look ahead to provide you with risk warnings, avoiding an “audit” only approach that looks backward





- Principal has managed large-scale projects and has served as the general manager of three different businesses
  - ✓ Ability to communicate effectively with executives and governance bodies, as well as project managers and technical staff
  - ✓ Personal understanding of “the stakes,” i.e., what the organization is “putting on the line” in order to deliver on large technology efforts
- Unique blend of business strategy, organizational dynamics, general management, and technology implementation experience
- Willingness to “roll-up” our sleeves with the project/technical team
- Focus on 2 or 3 things per month *that make a difference*
  - ✓ Reports are not a laundry list of minutia to justify our existence!
- Significant interaction that goes well beyond periodic, published reports
  - ✓ Sensitivity to what is and what is not appropriate for public reports





- Our “Early Warning” philosophy is aimed at pre-empting bad news by discovering risks and raising them as early as possible for response
- Approach for surfacing and resolving issues
  - ✓ Direct, frank communications
  - ✓ In-person (*Zoom these days!*)
  - ✓ With suggestions for response (mitigation or other)
  - ✓ Discuss with project manager and project sponsor before communicating outside the project
- Escalation of discussions, when needed:
  - ✓ We first approach the project manager, team, and vendors with concerns to avoid surprises and eliminate unknowns
  - ✓ Then, we present to others in the (previously agreed-to) escalation chain *exactly what we reviewed* with the project manager, team, and vendors



- Review project artifacts
  - ✓ Plans, logs, change requests, risks, issues, etc.
  - ✓ Schedules
  - ✓ Access to project's Sharepoint site (or whatever the project's document repository may be)
  - ✓ Consistency with Best Practices and industry standards
  
- Attend “key” standing project meetings
  - ✓ Project leadership team meetings
  - ✓ Status meetings
  
- Attend Steering Committee meetings
  - ✓ Present QA report
  
- Regularly scheduled check-in meetings with Project Manager and Sponsors
  
- Ad hoc meetings, upon request or as needed



***A truly successful QA effort is one in which . . .***

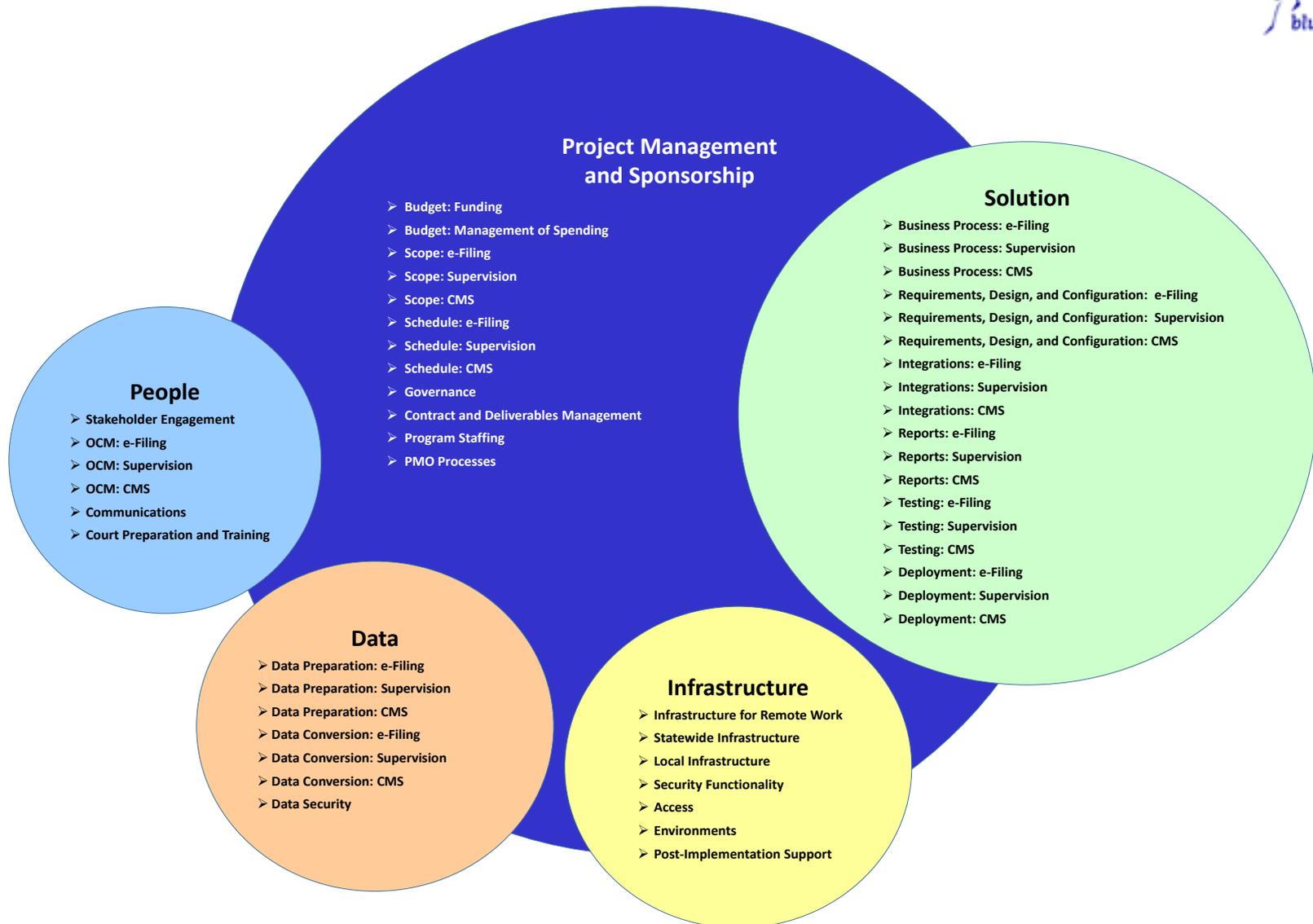
- Trust is achieved
- Frank and open dialogue is established and maintained
- QA has easy access to the real details of the project
  - ✓ Actual performance
  - ✓ Relationships
  - ✓ Political realities
  - ✓ Financial realities
- QA is involved in early stages of planning of project activities and deliverables
- Management commends project management and team for implementing recommendations to resolve problems identified by QA (rather than criticizing them)
- Project environment is open to identifying, vetting, and mitigating risks and issues (as opposed to an attitude of “we have no risks!”)
- Project actively participates in risk management
- QA consultants are free to track calendars and attend project meetings



- At the end of each month, we provide a written report of our risk assessment for the CLJ-CMS Project
  - ✓ Our first report since the “re-launch” of CLJ-CMS is the February 2021 report
- We do **not** wait for our monthly report to raise risks and issues
  - ✓ That would be inconsistent with our “No Surprises” philosophy
  - ✓ Also . . . there’s no valid rationale for waiting!



Assessed Risk Status	Meaning
<b>No Risk Identified</b>	Program activities in the area assessed are not encountering any risks
<b>Risk Being Addressed</b>	A risk that is being adequately mitigated. The risk may be ongoing with the expectation it will remain blue for an extended period of time, or it may be sufficiently addressed so that it becomes green as the results of the corrective actions are realized
<b>Risk</b>	A risk that is significant enough to merit management attention but not one that is deemed a "show-stopper"
<b>High Risk</b>	A risk that project management must address or the entire planning effort is at risk of failure; these risks are "show-stoppers"
<b>Not Started</b>	This particular activity has not yet started or is not yet assessed
<b>Completed or Not Applicable</b>	This particular item has been completed or has been deemed "not applicable" but remains a part of the assessment for traceability purposes





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

### Quality Assurance

### Monthly Status Report

**Date:** January 31, 2021

**Reporting Period:** 1/1/21 – 1/31/21

**Prepared by:** *bluecrane*

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- For the month of January, *bluecrane* participated in the following CLJ-related meetings:
  - CLJ Steering Committee Meeting (January 5)
  - CLJ Sponsors Meeting (January 19)
  - CLJ Project Manager Check-in with QA (January 19)
  - Special Meeting of CLJ Steering Committee (January 25)
  - Monthly QA Meeting with CLJ Executive Sponsors (January 25)
  - Weekly CLJ Team “huddles”
- At the January 5 Steering Committee (SC) Meeting, a number of items were discussed, including:
  - Fifty-six requirements will need custom development by Tyler.
  - e-filing kick-off with pilot courts scheduled for the week of the Martin Luther King, Jr. holiday.
  - Olympia Municipal Court’s decision not to pursue its own case management system.
  - A spreadsheet showing the Communications Plan activities for the CLJ CMS Project.
- At the January 19 CLJ Sponsors Meeting, topics included:
  - Data conversion approaches for Supervision.
  - e-file policy decisions.
  - Schedule of e-file “permissive” go-lives and “mandatory” go-lives.
  - e-file rollout plan (which follows the same geographic regions as the CMS rollout and in the same order).
- The January 25 “special meeting” of the CLJ SC focused on e-filing policy decisions. Subsequent to the meeting, the CLJ Project Team completed a final draft of Frequently Asked Questions (“FAQs”) for e-filing. The draft FAQs are currently being routed for vetting and editing. The

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

### Quality Assurance

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**Prepared by:** *bluecrane*

---

FAQs are a comprehensive document of e-filing policies, guidelines, and facts. In addition, a decision was made at the SC special meeting for the project to conduct a Webinar on February 19 to provide an overview of e-filing and a summary of some of the critical considerations covered in the FAQs.

- At the January 25 monthly QA Meeting with Justice Madsen and the CLJ Executive Sponsors, *bluecrane* recommended immediate action on the continuing risk of the lack of engagement and responsiveness of the Tyler Project Manager (PM) team. Concerns include:
  - The lack availability of the Tyler PM is beginning to be felt in project activities. In December, the project added a new risk to their risk log regarding the integrated project schedule. Originally, the project team and Tyler were targeting January 5 as the date to “baseline” the integrated project schedule. (A “baselined” schedule is the version against which progress is measured until a new baseline is established, if necessary due to extensive changes.) The lack of adequate time from Tyler’s PM made achieving the January 5 date impossible. The date for delivery of the integrated project schedule was slipped to January 29 (the day this report is being written). Expectations of an on-time delivery (even on the delayed date) are **very low**.
  - The risk that we noted in our December status report of less than satisfactory interactions with the Tyler PM for Supervision continued in January, with no improvement.
  - The CLJ Project Manager escalated these concerns within Tyler and then to the CLJ Sponsors and Executive Sponsors.
  - **Recommendation:** The AOC Sponsors should address these issues with Tyler. While Tyler may be “working through” their internal integration of the Supervision firm and product they acquired, this is Tyler’s issue, not AOC’s. Regardless of the root causes, Tyler needs to provide an attentive and diligent project manager that is **actually** responsible for the performance of all of Tyler’s staff on CLJ CMS. If the Tyler PM with overall responsibility for CLJ CMS does not have the authority to demand satisfactory performance from the Supervision PM (and to replace him or her, if necessary), then

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

### Quality Assurance

### Monthly Status Report

**Date:** January 31, 2021

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**Prepared by:** *bluecrane*

---

that management structure cannot be satisfactory to AOC. The agreed-to approach is for AOC to have “one throat to choke,” as the saying goes. The current arrangement is not working.

- As noted in our December status report, the CLJ Executive Sponsors have asked that *bluecrane* provide a brief overview of the “purpose of QA” at the JISC meeting on February 26. Doing so will be a good opportunity to introduce QA concepts to members of the JISC who were not on the committee during the SC-CMS Project and will be a “refresher” for those members who are familiar with the analysis and reporting that *bluecrane* did for SC-CMS.

# The Supreme Court

State of Washington

BARBARA A. MADSEN  
JUSTICE  
TEMPLE OF JUSTICE  
POST OFFICE BOX 40929  
OLYMPIA, WASHINGTON  
98504-0929



(360) 357-2037  
FAX (360) 357-2103

January 28, 2021

Justice Charles W. Johnson  
Washington State Supreme Court  
PO Box 40929  
Olympia, WA 98504-0929

Re: Amendments to JISCR 13

Dear Justice Johnson:

On behalf of the Judicial Information System Committee (JISC), I request that the Supreme Court Rules Committee withdraw the proposed amendments to JISCR 13 so that the JISC can revisit the rule to work toward agreement on the proposal.

The JIS Executive Committee met and unanimously voted to take this action on January 26, 2021. The JIS Executive Committee is made up of Judge John Hart, Whitman County District Court, Judge Kathryn Loring, San Juan County Superior Court, Judge Scott Ahlf, Olympia Municipal Court, Barb Miner, King County Clerk, Dawn Marie Rubio, State Court Administrator, and myself.

Please let me know if you have any questions or need any additional information.

Sincerely,

Barbara A. Madsen  
Chair, JISC

BAM/vc

c: Chief Justice Steven C. González  
JISC Members  
Dawn Marie Rubio, Administrator  
Vonnie Diseth, ISD Director  
Vicky Cullinane, JISC Business Liaison  
Anya Prozora, Sr. Administrative Assistant

Preamble

The purpose of this rule is twofold: to provide guidance to the local court and the Administrative Office of the Courts (AOC) when a local court intends to establish or replace an alternative electronic court record system in lieu of using the statewide court record system and to facilitate statewide data sharing in support of judicial decision making and public safety.

- (a) An “electronic court record system” is any electronic court records technology system that is a source of statewide court data identified in the Judicial Information System (JIS) Data Standards for Alternative Electronic Court Record Systems JIS Data Standards.
- (b) Counties or cities may establish or replace local alternative electronic court record systems with the approval of the Judicial Information System Committee (JISC). Counties or cities wishing to establish or replace a local alternative electronic automated court record systems shall provide advance notice of the proposed development to the ~~Judicial Information System Committee JISC~~ and the ~~AOC Office of the Administrator for the Courts~~ at least 90 days prior to the start of the procurement process commencement of such projects for the purpose of review and approval.
- (c) Upon receipt of notice, the AOC, on behalf of the JISC, will transmit to the local jurisdiction an information packet including, but not limited to, the JIS Data Standards, corresponding Implementation Plan, information on the Information Technology (IT) Governance process, and the statewide data repository onboarding process. The local court and the AOC will meet to discuss the information packet and ongoing obligations.
- (d) After meeting with the AOC to discuss the information packet, the presiding judge will certify that they accept the obligation to comply with the JIS Data Standards and the corresponding Implementation Plan, to provide a system that will send the data to the statewide data repository, and to maintain and support the court’s local system and the integration with the statewide data repository.
- (e) Individual courts are responsible for arranging resources for implementing and maintaining locally procured electronic court record systems and for programming and testing local systems that interface with the statewide data repository.
- (f) The court will supply data to the statewide data repository in accordance with the JIS Data Standards. Any exchange with the statewide data repository will contain the full and complete set of data in accordance with the JIS Data Standards. If state and local timelines do not align, the JISC may approve a temporary reduced set of data that the court must provide and method of transmission until the data exchange with the local electronic court record system is fully tested and operational. Any reduced set of data approved by the JISC prior to the effective date of this rule will remain in effect until the data exchange with the local electronic court record system is operational.

43 (g) As soon as practicable after selection of an electronic court record system, the court will  
44 provide a project schedule and a detailed plan for integration to the statewide data  
45 repository and will also provide ongoing updates and changes to the schedule and plan.

46 (h) Any unresolved disputes arising from this rule may be referred to the JISC for resolution,  
47 including possible sanctions.

48  
49 Comments

50  
51 This rule recognizes that early and frequent communication and collaboration between the local  
52 court and the AOC is essential for success. This rule also acknowledges that the Judicial  
53 Information System Committee (JISC) and the AOC set statewide information technology (IT)  
54 priorities through a JISC-adopted IT governance process.

1 RULE 13 ELECTRONIC LOCAL COURT RECORD SYSTEMS

2  
3  
4 Preamble

5  
6 The purpose of this rule is twofold: to provide guidance to the local court and the  
7 Administrative Office of the Courts (AOC) when a local court intends to establish or  
8 replace an alternative electronic court record system in lieu of using the statewide court  
9 record system and to facilitate statewide data sharing in support of judicial decision  
10 making and public safety.

11  
12  
13 (a) An “electronic court record system” is any electronic court data records  
14 technology system that is a source of statewide court data identified in the JIS  
15 Data Standards for Alternative Electronic Court Record Systems (“JIS Data  
16 Standards”).

17 (b) Counties or cities may establish or replace local alternative electronic court  
18 record systems in compliance with procedures established by the with the  
19 approval of the Judicial Information System Committee (JISC). Counties or cities  
20 wishing to establish or replace a local alternative electronic automated court  
21 record systems shall provide advance notice of the proposed development to the  
22 Judicial Information System Committee JISC and the Administrative Office of the  
23 Courts (AOC) Office of the Administrator for the Courts at least 90 days prior to  
24 the start of the procurement process commencement of such projects for the  
25 purpose of compliance review, and approval.

26 (c) Upon receipt of notice, AOC, on behalf of the JISC, will transmit to the local  
27 jurisdiction an information packet including, but not limited to, the JIS Data  
28 Standards, corresponding Implementation Plan, information on the IT  
29 Governance process, and the statewide data repository onboarding process.  
30 The local court and/or county clerk will meet with the and AOC will meet to  
31 discuss the information packet, the schedule for implementation, and ongoing  
32 obligations. The schedule for implementation shall be negotiated between the  
33 presiding judge or county clerk and AOC and should not have an implementation  
34 date of more than 12 months from the local jurisdiction’s notice required in (b)  
35 above, unless agreed by the presiding judge or county clerk.

36 (d) After meeting with AOC to discuss the information packet, the presiding judge  
37 and/or county clerk will certify that they accept the obligation to comply with the  
38 JIS Data Standards and the corresponding Implementation Plan, to provide a  
39 system that will send the data to the statewide data repository, and to maintain  
40 and support the court’s local system and the integration with the statewide data  
41 repository. Upon such certification from the local court and/or clerk, the AOC will  
42 approve the proposal.

1 (e) Individual courts ~~and/or county clerks~~ are responsible for arranging resources for  
2 implementing and maintaining locally procured electronic court record systems  
3 and for programming and testing local systems that interface with the statewide  
4 data repository.

5 (f) The ~~court or clerk~~ will supply data to the statewide data repository in accordance  
6 with the JIS Data Standards. Any exchange with the statewide data repository  
7 will contain the full and complete set of data in accordance with the JIS Data  
8 Standards. If state and local timelines do not align, the ~~JISC AOC and the court~~  
9 or clerk may ~~approve discuss~~ a temporary reduced set of data that the court or  
10 clerk must provide and method of transmission until the data exchange with the  
11 local electronic court record system is ~~fully tested and~~ operational. Any reduced  
12 set of data ~~determined approved by the JISC~~ prior to the effective date of this  
13 rule will remain in effect until the data exchange with the local electronic court  
14 record system is operational.

15 (g) As soon as practicable after selection of an electronic court record system the  
16 court ~~and/or clerk~~ will provide a project schedule and a detailed plan for  
17 integration to the statewide data repository and will also provide ongoing updates  
18 and changes to the schedule and plan.

19 ~~(h) Any unresolved disputes arising from this rule may be referred to the JISC for~~  
20 ~~resolution, including possible sanction.~~

21  
22 Comments:

23  
24 This rule recognizes that early and frequent communication and collaboration between  
25 the local court and the AOC is essential for success. This rule also acknowledges that  
26 the Judicial Information System Committee (JISC) and the AOC set statewide  
27 information technology (IT) priorities through a JISC-adopted IT governance process.  
28  
29



**Board for Judicial Administration (BJA) Meeting**  
**Friday, November 20, 2020, 9:00 a.m. – 12:30 p.m.**  
Videoconference

**MEETING MINUTES**

**BJA Members Present:**

Chief Justice Debra Stephens  
Judge Greg Gonzales, Member Chair  
Judge Tam Bui  
Judge David Estudillo  
Judge Doug Federspiel  
Judge Michelle Gehlsen  
Judge Rebecca Glasgow  
Justice Steven González  
Judge Dan Johnson  
Judge David Kurtz  
Judge Mary Logan  
Judge David Mann  
Judge Bradley Maxa  
Terra Nevitt  
Judge Rebecca Pennell  
Judge Judith Ramseyer  
Judge Rebecca Robertson  
Dawn Marie Rubio  
Kyle Sciuchetti  
Judge Michael Scott  
Judge Charles Short

**Guests Present:**

Jim Bamberger  
Jody Becker  
Derek Byrne  
Susan Carlson  
Barbara Carr  
Timothy Fitzgerald  
Ruth Gordon  
Jessica Gurley  
Trish Kinlow  
Patti Kohler  
Linda Latham  
Judge John Lohrmann  
Justice Barbara Madsen  
Sophia Byrd McSherry  
Robert Mead  
Brooke Powell  
Judge Kevin Ringus  
Judge Jackie Shea-Brown  
Allison Sonntag  
Kris Thompson  
Judge Kim Walden  
Dawn Williams

**Administrative Office of the Courts  
(AOC) Staff Present:**

Crissy Anderson  
Judith Anderson  
Cindy Bricker  
Cynthia Delostrinos  
Jeanne Englert  
Penny Larsen  
Dirk Marler  
Dory Nicpon  
Ramsey Radwan  
Caroline Tawes

### Call to Order

Chief Justice Stephens called the meeting to order at 9:03 a.m.

### Presentation: "Not Just Hanging in There"

Judge Mary Logan, as the Judicial Assistance Services Program (JASP) representative, discussed small steps and gestures for self-care. The meeting participants divided into small groups to discuss two questions: "Please share the greatest obstacle that you have overcome in your job during this time," and "What can you do for yourself and your court staff to commit to self-care."

### Court Management Council (CMC)

Dawn Marie Rubio recognized the CMC members and presented an overview of CMC projects. The 2020 Court Manager of the Year award was presented to Trish Kinlow, Tukwila Municipal Court Administrator. Judge Kim Walden acknowledged Trish Kinlow's accomplishments.

### CMC Association Updates

**Association of Washington Superior Court Administrators (AWSCA):** The AWSCA is collaborating with other courts on the Uniform Guardian Act (UGA) rollout.

**District and Municipal Court Management Association (DMCMA):** The Spring Program was held in November. The DMCMA is focusing on the new case management system for the Courts of Limited Jurisdiction. Work is moving forward on implicit bias training which will involve several associations and a proclamation addressing equity across the state. Several courts are experiencing staffing shortages.

**Washington Association of Juvenile Court Administrators (WAJCA):** The WAJCA held a virtual education retreat where they worked on a strategic plan for juvenile courts and discussed reform, structural racism, programs, and funding. The WAJCA is focusing on racial equity in courts.

**Washington State Association of County Clerks (WSACC):** The WSACC is working on their legislative priorities for the 2021 Legislative Session. They are realigning their responses in recall efforts, proposing to increase the ex parte fee, legislation on abusive litigation, and working with the AOC to implement 2021 rules, especially the minor guardianship rules.

**Court of Appeals:** The Court of Appeals is continuing to hear cases, many of them virtually. Work is moving forward on OnBase and e-filing. Four of eight prisons are now participating in e-filing. Richard Johnson, Clerk/Court Administrator for Division I,

announced his March 21 retirement. Clair Bruggeman, Senior Staff Attorney in Division II, is retiring. Division II is moving to a new facility that will open on January 1, 2021.

**Supreme Court:** The Temple of Justice building is still closed to the public, although work is continuing. Inmate e-filing has expanded, cutting the paper filings in half. The oral arguments are held by Zoom and are going well, and Susan Carlson thanked AOC Desktop Support staff Virgil Garcia for his assistance. The January 11 swearing-in of justices will be via Zoom.

### Standing Committee Reports

**Court Education Committee (CEC):** Court Education staff at AOC are disseminating webinars and seminars, including some offered for continuing legal or judicial credit, to the judicial community. Staff are preparing to issue a request for proposals for a new Learning Management System. The Faculty Development program has successfully completed virtually over six courses. A CEC summary was included in the meeting materials.

**Legislative Committee (LC):** Judge Ringus discussed the LC strategy for the upcoming Legislative session. The LC received word that Thurston County is in a position to fund a ninth judge in Thurston County Superior Court. On November 30, the Senate Law and Justice Committee will discuss the impact of COVID-19 on Washington courts. Information was included in the meeting packet.

**Policy and Planning Committee (PPC):** The PPC began work on adequate funding survey and will have a draft for review at the February BJA meeting. Work continues on increasing diversity on BJA boards and committees. The PPC report was included in the meeting packet.

### Presentation: Commission on Children in Foster Care (CCFC)

Justice Barbara Madsen, Jody Becker, Deputy Secretary of the Department for Children, Youth, and Families (DCYF), and AOC Court Improvement Program Supervisor Cindy Bricker presented an overview of the CCFC. During the COVID-19 crisis, the CCFC is working on two initiatives: they assisted with the Supreme Court order on dependency and termination cases, and developed a COVID Rapid Response Work Group.

Jody Becker reported the Youth Leadership Summit was virtual this year and went well. The presentations are available on YouTube.

Cindy Bricker reviewed the State Team action plans from the August 2020 *National Judicial Leadership Summit: Ensuring Justice in Child Welfare*. More information was included in the meeting packet.

### Presentation: Innovating Justice Awards

The inaugural Innovating Justice Awards were presented to Judge Jacqueline Shea-Brown (presented by Jim Bamberger), Judge John Lohrmann (presented by Linda Latham), Judge Kim Walden and the Tukwila Municipal Court (presented by Trish Kinlow), and Chief Justice Debra Stephens (presented by Judge Greg Gonzales, Judge Judy Ramseyer, and Judge Michelle Gehlsen).

### Task Force Reports

**Court Recovery Task Force (CRTF):** The CRTF met on November 19. There were presentations from the Governor's office and the Department of Health. The CRTF materials are posted on the courts' website.

**Court Security Task Force:** The Trial Court Security Improvement budget proposal was withdrawn previously but the Budget and Funding Committee requested reconsideration. After a discussion, there was a decision to withdraw the budget proposal. The Court Security Task Force members will begin working with the Legislature now and submit a budget proposal in the 2022 Legislative session.

**It was moved by Judge Ramseyer and seconded by Judge Pennell to withdraw the Trial Court Security Improvement budget proposal. The motion carried unanimously.**

### Budget and Funding Committee 2021–2023 Biennial Budget Requests

After removing the Trial Court Security Improvement budget proposal from the list, the BJA voting members discussed the budget priority recommendations and voted by Survey Monkey to prioritize the budget requests that will be forwarded to the Supreme Court Budget Committee. Members ranked the budget priorities same as the BFC.

**It was moved by Judge Gonzales and seconded by Judge Mann to retain the 2021–23 Biennial Budget Requests as previously prioritized by the BFC. The motion carried unanimously.**

### Public Trust and Confidence Committee (PT&C)

**It was moved by Judge Robertson and seconded by Judge Scott to approve the new members of the Public Trust and Confidence Committee, with Jennifer Garber's membership contingent on final approval from the Washington State Bar Association. The motion carried unanimously.**

### October 16, 2020 Meeting Minutes

**It was moved by Judge Gehlsen and seconded by Justice Robertson to approve the October 16, 2020, BJA meeting minutes. The motion carried with one abstention.**

#### Information Sharing

Chief Justice Stephens and Judge Gonzales thanked Judge Federspiel for his service to the BJA.

Chief Justice Stephens said she plans to send an e-mail to the court community about the urgent public health situation and to urge compliance with health protocols. There will not be a new Supreme Court order.

Chief Justice Stephens announced this will be her last BJA meeting and welcomed Justice González. Justice González said he looks forward to working with the BJA.

Several BJA members thanked Chief Justice Stephens for her leadership to the BJA.

Dawn Marie Rubio reminded participants that there is more CARES funding available, and there will be a CARES Q & A session by Zoom on Tuesday, November 24.

#### Other

There being no further business, the meeting was adjourned at 12:06 p.m.

#### **Recap of Motions from the November 20, 2020 Meeting**

<b>Motion Summary</b>	<b>Status</b>
Withdraw the Trial Court Security Improvement budget proposal.	Passed
Retain the 2021–23 Biennial Budget Requests as previously prioritized.	Passed
Approve the new members of the Public Trust and Confidence Committee, with Jennifer Garber's membership contingent on approval from the Washington State Bar Association.	Passed
Approve the October 16, 2020, BJA meeting minutes.	Passed

#### **Action Items from the November 20, 2020 Meeting**

<b>Action Item</b>	<b>Status</b>
The Policy and Planning Committee began work on adequate funding survey and will have a draft for review at the February BJA meeting.	
<u>October 16, 2020, BJA Meeting Minutes</u> <ul style="list-style-type: none"><li>• Post the minutes online.</li><li>• Send minutes to the Supreme Court for inclusion in the En Banc meeting materials.</li></ul>	Done Done





# IT Governance

*"IT Governance is the framework by which  
IT investment decisions are made, communicated and overseen"*

# Summary of Changes Since Last Report

<b>Draft Requests:</b>	1311 - Enterprise Cloud Services 1312 - Cloud Based Integration Services
<b>New Requests:</b>	None
<b>Endorsements:</b>	1313 - Supreme Court Opinion Routing/Tracking System <b>Analysis</b>
<b>Completed:</b>	256 - Spokane Municipal Court CMS to EDR <b>Endorsement</b>
<b>Confirmations:</b>	None
<b>CLUG Decision:</b>	283 - Modify Odyssey Supervision Probation Category to Support Non-Criminal Cases – Priority #3
<b>Authorized:</b>	*274 - EFC Extended Foster Care-Dependency - Modify Required Party of PAR Parent
<b>In Progress:</b>	None
<b>Completed:</b>	None
<b>Closed:</b>	267 - Odyssey Supervision Module Modification 268 - Olympia Municipal Court CMS to EDR
<b>ITG Portal:</b>	None

# JISC ITG Strategic Priorities

JISC Priorities				
Priority	ITG#	Request Name	Status	Requesting CLUG
1	102	Courts of Limited Jurisdiction Case Management System	In Progress	CLJ
2	252	Appellate Electronic Court Records	In Progress	Appellate
3	27	Seattle Municipal Court CMS to EDR Data Exchange	In Progress	CLJ
4	270	Allow MH-JDAT data accessed through BIT from Data Warehouse	Authorized	Superior

# ITG Status Year in Review

JISC Approved														
		Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
ITG 102	2011*	In Progress												
ITG 252	2018*	In Progress												
ITG 27	2011*	In Progress												
ITG 270	2020*	In Progress	Authorized	Authorized	Authorized									

\* Year ITG authorized

 Authorized	 In Progress	 Completed	 Withdrawn or Closed
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# ITG Status Year in Review

AOC Admin/CIO Approved

		Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
ITG 248	2020*					Authorized	In Progress							
ITG 266	2020*											Authorized	In Progress	In Progress
ITG 267	2020*	In Progress												
ITG 269	2020*					Authorized								
ITG 274	2020*												Authorized	Authorized
ITG 276	2020*						Authorized	Authorized	Authorized	Authorized	Authorized	In Progress	In Progress	In Progress
ITG 279	2020*									Authorized	Authorized	In Progress	In Progress	In Progress

\* Year ITG authorized



# Current ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	Approving Authority	Importance
<b>Appellate CLUG</b>					
1	252	Appellate Electronic Court Records	In Progress	JISC	Unspecified
<b>Superior CLUG</b>					
1	248	Washington State Juvenile Court Assessment	In Progress	Administrator	High
2	270	Allow MH-JDAT data to be accessed through BIT from the Data Warehouse	Authorized	JISC	High
3	267	Odyssey Supervision Module Modification	In-Progress*	Administrator	Medium
4	274	EFC Extended Foster Care-Dependency - Modify Required Party of PAR Parent	Authorized	CIO	Medium
5	277	TRU Truancy - Modify Required Party of PAR Parent	Authorized	CIO	Unspecified
6	269	Installation of Clerks Edition for Franklin County Superior Court Clerks Office	Authorized	CIO	High
<b>Courts of Limited Jurisdiction CLUG</b>					
1	102	Courts of Limited Jurisdiction Case Management System	In Progress	JISC	High
2	27	Seattle Municipal Court CMS to EDR Data Exchange	In Progress	JISC	High

Authorized
  In Progress
  Completed
  Withdrawn or Closed

\* On hold reference ITG 283

# ITG Request Progress

Awaiting Endorsement	Awaiting Analysis			Awaiting Endorsement Confirmation	Awaiting CLUG Recommendation
<p><b>None</b></p>	<p><b>220</b> Supplemental Race/Ethnicity Request</p> <p><b>232</b> DQ for Statewide Criminal Data</p> <p><b>256*</b> Spokane Municipal Court CMS to EDR Data Exchange</p> <p><b>265*</b> Kitsap District Court CMS to EDR Data Exchange</p> <p><b>275</b> Odyssey to EDR</p> <p><b>278</b> Kitsap County e-Filing</p> <p><b>281</b> Judicial Officer Note Flag</p> <p><b>284*</b> Criminal cases with HNO and DVP case types allow DV Y/N</p> <p><b>287*</b> OnBase Product Upgrade to v20.3</p> <p><b>288</b> E-Filing for San Juan Superior Court</p> <p><b>289</b> E-filing for Yakima Superior Court</p> <p><b>291</b> E-Filing for Franklin Superior Court</p> <p><b>293</b> E-Filing for Lewis County Superior Court</p>	<p><b>294</b> E-filing for Skagit Superior Court</p> <p><b>1294</b> E-Filing for Whatcom County Superior Court</p> <p><b>1295</b> E-Filing for Cowlitz Superior Court</p> <p><b>1296*</b> Superior Court Text Messaging and E-mail Notifications</p> <p><b>1297*</b> Self-Represented Litigants (SRL) Access to SC &amp; CLJ Courts</p> <p><b>1298</b> E-Filing for Wahkiakum Superior Court</p> <p><b>1299</b> E-Filing for Island Superior Court</p> <p><b>1301</b> E-Filing for Garfield Superior Court</p> <p><b>1302</b> E-Filing for Grays Harbor Superior Court</p> <p><b>1303</b> E-Filing for Mason Superior Court</p> <p><b>1304</b> E-Filing for Okanogan Superior Court</p>	<p><b>1305</b> E-Filing for Columbia Superior Court</p> <p><b>1306*</b> RightNow Replacement</p> <p><b>1307*</b> Law Data Project</p> <p><b>1309*</b> SQL Server Upgrade 2019 Upgrade</p> <p><b>1313</b> Supreme Court Opinion Routing/Tracking System</p>	<p><b>241</b> JIS Person Business Indicator</p> <p><b>292</b> Add email address to the CIV screen in JIS</p>	<p><b>None</b></p> <div data-bbox="1607 649 1932 806" style="background-color: #c8e6c9; padding: 10px; text-align: center;"> <p><b>Awaiting Authorization</b></p> </div> <p><b>283</b> Modify Odyssey Supervision Probation Category to Support Non-Criminal Cases</p> <p><b>286</b> Statewide Reporting</p> <div data-bbox="1607 1049 1932 1206" style="background-color: #e1bee7; padding: 10px; text-align: center;"> <p><b>Awaiting Scheduling</b></p> </div> <p><b>269</b> Installation Of Clerks Edition For Franklin County Superior Court Clerks Office</p> <p><b>270</b> Allow MH-JDAT/MAISI data to be accessed through BIT from the Data Warehouse</p>

\* Analysis Underway