



WASHINGTON  
COURTS

## Judicial Information System Committee (JISC)

Friday, June 28, 2024 (10:00 a.m. – 12:10 p.m.)

**[Register in advance for this meeting:](#)**

**[June 28<sup>th</sup> JISC Meeting Registration Link](#)**

***Once registered, you will receive a confirmation email  
with details on how to join the meeting.***

### AGENDA

|    |   |   |               |       |
|----|---|---|---------------|-------|
| 1. | <b>Call to Order</b> <ul style="list-style-type: none"><li>a. Introductions</li><li>b. Approval of Minutes</li><li>c. Members Re-Nominated for New Terms:<ul style="list-style-type: none"><li>• Judge Valerie Bouffiou</li><li>• Mr. Donald Graham</li><li>• Judge John Hart</li><li>• Chief Brad Moericke</li></ul></li><li>d. Member with Term Expiring on 7/31/24:<ul style="list-style-type: none"><li>• Ms. Margaret Yetter</li></ul></li></ul>   | Justice Barbara Madsen, Chair   | 10:00 – 10:10 | Tab 1 |
| 2. | <b>Mike Keeling – ISD Applications &amp; Operations Manager, Retirement</b>   | Ms. Vonnie Diseth, ISD Director   | 10:10 – 10:15 |       |
| 3. | <b>JIS Budget Update</b> <ul style="list-style-type: none"><li>a. 23-25 Budget Update</li><li>b. 25-27 Preliminary IT Budget Decision Packages</li></ul>  | Mr. Chris Stanley, MSD Director<br>Mr. Kevin Ammons, ISD Associate Director | 10:15 – 10:40 | Tab 2 |
| 4. | <b>Proposed JISC Rules Revisions – Part 1</b> <ul style="list-style-type: none"><li>a. Review Proposed Revisions for:<ul style="list-style-type: none"><li>• JISCR 1 – Judicial Information System</li><li>• JISCR 2 – Composition</li><li>• JISCR 4 – Budgets</li><li>• JISCR 8 – Retention</li><li>• JISCR 9 – Communications Link with Other Systems</li><li>• JISCR 10 – Attorney Identification Numbers</li><li>• JISCR 11 – Security, Privacy, and Confidentiality</li></ul></li><li>b. <b>Decision Point:</b> Approval of Changes as Discussed</li></ul> | Mr. Kevin Ammons, ISD Associate Director                                    | 10:40 – 11:10 | Tab 3 |
| 5. | <b>IT Governance Request Authorization and Prioritization</b> <ul style="list-style-type: none"><li>a. <b>Decision Point:</b> Authorize ITG 1372 – Exhibit Management Software</li></ul>  | Mr. Kevin Ammons, ISD Associate Director                                    | 11:10 – 11:35 | Tab 4 |

|  |  |  |               |       |
|--|--|--|---------------|-------|
|  | <ul style="list-style-type: none"> <li>b. <b>Decision Point:</b> Authorize ITG 1373 – Replace Juvenile and Corrections System (JCS)</li> <li>c. <b>Decision Point:</b> Prioritize ITG Requests</li> </ul>      |  |               |       |
| 6.   | <b>JIS Priority Project #1 (ITG 102): Courts of Limited Jurisdiction Case Management System (CLJ-CMS)</b> <ul style="list-style-type: none"> <li>a. Project Update</li> <li>b. QA Assessment Report</li> </ul> | Mr. Garret Tanner, Project Manager<br>Mr. Allen Mills, Bluecrane | 11:35 – 11:55 | Tab 5 |
| 7.   | <b>Committee Reports</b><br>Data Dissemination Committee (DDC)   | Judge John Hart, DDC Chair                                       | 11:55 – 12:05 | Tab 6 |
| 8.   | <b>Meeting Wrap Up</b>   | Justice Barbara Madsen, Chair                                    | 12:05 – 12:10 |       |
| 9.   | <b>Informational Materials</b> <ul style="list-style-type: none"> <li>a. Board for Judicial Administration (BJA) Meeting Minutes</li> <li>b. ITG Status Report</li> </ul>                                      |  |               | Tab 7 |
| Persons with a disability, who require accommodation, should notify Anya Prozora at <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. |  |  |               |       |

**Link to JISC Rules:**

<https://www.courts.wa.gov/courtrules/judicialInformationSystemCommitteeRules.cfm>

## Future Meetings:

### 2024 – Schedule

August 23, 2024

October 25, 2024

December 6, 2024

# June 28<sup>th</sup> Judicial Information System Committee (JISC) Meeting

- Please note that all audio has been muted; we ask that attendees only unmute when speaking.
- As a courtesy to our speakers and presenters, we ask that all JISC Members have their video feeds turned on for the duration of the meeting.
- Likewise, non-member presenters and speakers are asked to turn on their video only when speaking; please remember to turn off your video and mute yourself when finished speaking.
- Should you have a question, please utilize the 'raise hand' function in the 'Reactions' menu. Once finished, please remember to lower your hand.

# JUDICIAL INFORMATION SYSTEM COMMITTEE

April 26, 2024  
10:00 a.m. to 12:00 p.m.  
Online Zoom Meeting

## Minutes

### Members Present:

Justice Barbara A. Madsen, Chair  
Judge John Hart, Vice-Chair  
Ms. Mindy Breiner  
Judge Valerie Bouffiau  
Mr. Joseph Brusic  
Mr. Derek Byrne  
Mr. Donald Graham  
Ms. Stephanie Kraft  
Mr. Frank Maiocco  
Judge David Mann  
Chief Brad Moericke  
Judge Robert Olson  
Ms. Heidi Percy  
Ms. Dawn Marie Rubio  
Ms. Margaret Yetter  
Judge Allyson Zipp

### Members Absent:

Ms. Paulette Revoir

### AOC Staff Present:

Mr. Scott Ahlf  
Mr. Kevin Ammons  
Mr. Robert Anteau  
Mr. Kevin Cottingham  
Ms. Vonnie Diseth  
Mr. Rob Eby  
Mr. Arsenio Escudero  
Mr. Jamie Kambich  
Mr. Mike Keeling  
Mr. Dexter Mejia  
Ms. Aryn Nonamaker  
Ms. Anya Prozora  
Mr. Chris Stanley  
Mr. Sree Sundaram  
Mr. Garret Tanner  
Ms. Christine Winslow

### Guests Present:

Chief Justice Steven González  
Mr. Allen Mills  
Ms. Tammie Ownbey  
Mr. Chris Shambro

## Call to Order, Approval of Meeting Minutes & JISC Member Recognitions

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.

Justice Madsen asked if there were any changes or additions to be made to the February 23, 2024 meeting minutes. Hearing none, the meeting minutes were approved as written.

## JIS Budget Update

Mr. Chris Stanley gave a briefing on the JIS budget. All of AOC's requested packages were funded by the Legislature, including \$1.5 million for the JIS package to maintain critical IT infrastructure. This package included funding to implement Cyber Security measures (this funding was specifically for personnel, as the Legislature previously granted equipment funding last year in the 23-25 biennial budget), to continue maintenance and additional development on the Appellate Document Management system (OnBase), and to begin business analysis for Person Records Management and a replacement Appellate Case Management system. Funding for items relating to bills (including ESHB 2384 – Local Traffic Cameras) totaled \$3.7 million, and funding for new items including an LFO study and Judicial education totaled \$2.2 million.

Mr. Stanley then provided a budget outlook and forecast. The state has had three “banner years”, and forecasts indicate a cooling period is now expected, which will mean there will be less funding for the

Legislature to work over the coming year. Mr. Stanley stated that this means it is important to temper our expectations when putting together budget decision packages for the 25-27 biennial budget. He did note that the forecast is not set in stone, but it is far better to be on the side of caution. There will be three additional forecasts prior to the next Legislative session, which will help provide a clearer picture of what state revenue will look like for the 25-27 biennium.

Mr. Stanley then gave a general timeline of AOC's 25-27 budget request process, including when decision packages will be finalized and approved. Further details and materials on this process have been sent out the Committee.

### **Legislative Update**

Ms. Dawn Marie Rubio gave a brief update on the concluded 2024 Legislative session, and highlighted request legislation that has an impact on the judicial branch that were successfully signed and passed into law. These included requests for a new judgeship and a statutory commissioner in Whatcom County Superior (both of which would be to assist with the water rights adjudication filed by the Department of Ecology), a new judgeship for Clark Superior, notice of court reorganization, and Supreme Court bailiff information-sharing.

Mr. Kevin Ammons briefed the Committee on a recently passed bill with impacts to JIS systems: HB 2384 (Traffic Safety Cameras). This bill allows the use of traffic cameras in towns with 10,000 residents. From a JIS systems point-of-view, this bill will allow for 60-80 new courts to start implementing various types of traffic camera, red light camera, and other vehicle-related violations. As was reported at the February JISC meeting, there are not many changes on the IT side, but substantial work will be needed on the Business side. HB 2384 will require a significant number of changes in law tables within AOC systems, AOC will need to manage all of the law tables from the additional new jurisdictions, and there will be many changes to accounting systems. Given the vast amount of work to onboard these new jurisdictions and make all of the necessary changes, this process could take some years to complete.

### **JISC Rules Review and Refresh**

Mr. Ammons apprised the Committee that AOC has recently conducted a review of the eighteen JISC rules with the intention to identify areas that need to be updated, as the majority of these rules have not been refreshed since 1976. The review revealed that updates are needed for some items that mention older technology, do not reflect modern IT operations, and other areas that have outdated language. AOC proposes to review and refresh, as needed, all of the JISC Rules, and will be dividing the rules into three tranches based on the significance of the updates needed. As an example, the first tranche will contain the rules that require no changes, or only changes to simple terminology and association names. The later tranches will have less rules, but may have more substantive updates. Drafts of proposed updates will be presented at the next three JISC meetings for review and action by the Committee. AOC will then submit all recommendations approved by the JISC to the Supreme Court Rules Committee. The first tranche of revised rules will be brought to the Committee for review and approval at the June 28, 2024 meeting.

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

### **CLJ-CMS Project Update**

Mr. Garret Tanner provided an update on the CLJ-CMS project. CLJ-CMS successfully went live with Fircrest-Ruston Municipal Court on March 18, 2024; Fircrest-Ruston is the second pilot court to implement the new system, following Tacoma Municipal Court in October 2023. The implementation went well, and the project team continues to work with both pilot courts on any issues that arise, and continue to gather lessons learned.

The team is now moving into the Early Adopters phase of the project, which will implement the new system in ten courts later in 2024. The Early Adopter courts have now been identified and confirmed: Asotin District, Cheney Municipal, Colfax Municipal, Columbia District, Douglas District, East Wenatchee Municipal, Franklin District, Garfield District, Grays Harbor District (two locations), and Whitman District (two locations). This group includes seven formal probation departments and three bench probation departments. The project will be kicking off with these courts on Monday, April 29<sup>th</sup>, with a target go-live date of October 28, 2024. Additionally, the project has begun identifying courts who will be opting in for the next phase of implementations in spring of 2025.

Mr. Tanner then gave details on recent project outreach and other work in progress; he then highlighted updates to the project issues and risks.

### **Quality Assurance Assessment Report**

Mr. Allen Mills, with the project's QA vendor Bluecrane, provided an overview of the March QA Assessment Report for the CLJ-CMS project. The full report can be found in the JISC meeting packet.

## **JIS Priority #2 (ITG 1355): Appellate Court Records & Data System (ACORDS)/eFiling Replacement Analysis**

Mr. Robert Anteau gave an update on the ACORDS/eFiling Replacement analysis project. Since 2003, the Supreme Court and Court of Appeals have been using an outdated, brittle, and underperforming case management system called Appellate Court Record and Data System (ACORDS). The courts and public users also use an underperforming eFiling system that is separate from other applications and requires significant integration and support. The Appellate Courts Enterprise Content Management System (AC-ECMS) was implemented in 2017 and manages documents and workflows within the courts. This request seeks to replace ACORDS and the current eFiling solutions with a modern, integrated solution to better serve the appellate courts. The chosen solution would also need be able to integrate with AC-ECMS.

In the 2024 supplemental budget, the Legislature provided \$400,000 to AOC to conduct an in-depth analysis to document requirements and recommend a strategy to modernize the following functions: reviewing and accepting filings received primarily via electronic filing, managing cases (adding case details, case participants, case events, etc.) in the case management system from inception to final decision, creating and managing the court calendars which, includes sending notifications to parties,

displaying the calendars on a public facing website, and managing the confirmations resulting from the notifications.

Mr. Anteau then outlined next steps, including creating a project charter, procuring a consultant to conduct the analysis (the analysis would take one year, beginning July 2024), and establishing a steering committee. Beginning in July 2025, AOC and the steering committee will then develop a strategy and plan for procurement and implementation based on the results of the analysis.

#### **JIS Priority Project #4 (ITG 1340): JIS Enterprise Integration Platform Overview**

Mr. Sree Sundaram gave an overview on the JIS Enterprise Integration Platform project. Integration is required to make different systems work together. AOC has undertaken projects to simplify integration efforts, including the Information Networking Hub (INH) and the Enterprise Data Repository (EDR). This project seeks to build on those efforts by: establishing an enterprise level integration platform, focusing first on CLJ-CMS, integrate AOC internal systems and applications along with those offered by partner agencies and certain third-party vendors, and provide seamless, secure services in support of the efficient and effective operation of the Washington Judicial Information Systems.

Mr. Sundaram then outlined the project scope, current progress, and the tentative project schedule. Scope will include building an Enterprise Integration Platform (using the Microsoft Azure cloud-based solution), creating a standardized way for external applications and systems to retrieve data from and send data to our modernized IT infrastructure (e.g. OCourt application), ensuring data and application security is fundamental in the design and implementation, and supporting integration efforts as third-party vendors work to connect their systems to the Enterprise Integration Platform.

#### **ITG 1308: Superior Court eFiling Project Overview**

Mr. Anteau then gave an overview on the Superior Court eFiling project, which is intended to complete eFilings for the Superior courts that implemented the Enterprise Justice (Odyssey) document management system. These superior courts still rely largely on paper-based processes. The eFiling service requires nothing to be printed, physically stored, or transported to the courthouse. Electronic documents can be prepared and filed remotely from anywhere and at any time. eFiling provides better service to the public, greater efficiency in our courts, and supports the ability to continue conducting essential court business remotely. Following extensive QA and user acceptance testing, the project successfully went live in four pilot counties (Whatcom, Kitsap, Columbia, and Grays Harbor) on April 22, 2024. The project is currently accessing and finalizing the next groups to bring onto the eFiling system.

#### **AOC Disaster Recovery Process Overview**

Ms. Christine Winslow gave a brief overview of AOC's bi-annual JIS Disaster Recovery process. These DR exercises are conducted to ensure AOC's ability to recover and resume functionality of JIS systems in the event of a disaster. DR exercises are scheduled and executed twice a year. The Spring test includes an outage experienced by the courts so that AOC can test connectivity through the Internet to their recovered systems. During each test, AOC's Infrastructure team tests procedures for restoring some subset of all of their systems. At the March 2024 test, AOC recovered ACORDS, SCOMIS,

DISCIS, Odyssey, OnBase, and Biztalk. This exercise was one of the most successful tests ever because AOC recovered the JIS database within twelve hours and the JIS applications themselves within 24 hours. This is the fastest recovery time since AOC's first DR test in March 2006. During this test, AOC also successfully rebuilt its network and confirmed connectivity to the court community at large.

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

Judge John Hart 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.

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

Justice Madsen adjourned the meeting at 11:35 a.m.

### **Next Meeting**

The next meeting will be June 28, 2024, via Zoom from 10:00 a.m. to 12:00 p.m.

### **Action Items**

|  | Action Items | Owner | Status |
|--|--------------|-------|--------|
|  |              |       |        |



# Preliminary IT Budget Packages

C. KEVIN AMMONS, ISD ASSOCIATE DIRECTOR  
June 28, 2024

# Overview

- These are packages that are being developed and must undergo internal AOC review and revision
- Some of the packages may be combined, eliminated, or have their key components altered
- Additional packages may be needed

# Draft Funding Requests

| Title  | Description   |
|--|---|
| CLJ-CMS  | Continue implementation project   |
| Enterprise Integration Platform/Cloud-based Services | Support and expand external API and other cloud services                        |
| Internal JIS Equipment Replacement                   | Replace aging equipment and infrastructure                                      |
| Data Quality Team                                    | Continue funding for team to address data quality issues                        |
| Business Intelligence Tool to the Cloud              | Transition AOC's BIT to the SAP's cloud-based Business Objects service          |
| Enhance Court Data Reporting Capabilities            | Implement Tableau to produce more informative dashboards and reports for courts |

# Questions



# **Proposed Judicial Information System Committee Rules (JISCR) Revisions – Part 1**

**C. KEVIN AMMONS, ISD ASSOCIATE DIRECTOR**  
**June 28, 2024**

# JISCRs Agenda

- JISCR 1 – Judicial Information System
- JISCR 2 – Composition
- JISCR 4 – Budgets
- JISCR 8 – Retention
- JISCR 9 – Communications Link with Other Systems
- JISCR 10 – Attorney Identification Numbers
- JISCR 11 – Security, Privacy, and Confidentiality

# JISCR 1 Summary of Proposed Revisions

- Last updated on May 15, 1976
- Updated responsibility for design and operation of Judicial Information System to the agency rather than the State Court Administrator
- Corrected capitalization

## JISCR 1 – JUDICIAL INFORMATION SYSTEM

It is the intent of the Supreme Court that a statewide Judicial Information System be developed. The Judicial Information System is to be designed and operated by the ~~Administrator for the Courts~~ Administrative Office of the Courts under the direction of the Judicial Information System Committee and with the approval of the Supreme Court pursuant to RCW 2.56. The Judicial Information System is to serve the courts of the state of Washington.

# JISCR 2 Summary of Proposed Revisions

- Last updated on February 11, 2010
- Updated name of Misdemeanant Probation Association
- Corrected grammar

## JISCR 2 – COMPOSITION

**(a) Membership.** The Judicial Information System Committee (JISC) shall be appointed by the Chief Justice. The Chief Justice will consider for appointment those individuals who have been suggested by representative groups and associations from within the judicial system but shall not be bound thereby. In addition, the Chief Justice shall consider for appointment only those individuals who have demonstrated an interest and commitment to judicial administration and to automation of judicial systems and functions. The committee shall be composed of four members from the appellate court level (Supreme Court and Court of Appeals), five members from the superior court level, two of whom shall be members of the Superior Court Judges' Association, and one of whom shall be a member of the Washington Association of Juvenile Court Administrators, five members from the courts of limited jurisdiction level, one of whom shall be a member of the Misdemeanant ~~Corrections~~ Probation Association, and three at large members from outside the judiciary, one of whom will be a member of the Washington State Bar Association, one of whom will be a member of the Washington Association of Sheriffs and Police Chiefs, and one of whom will be a member of the Washington State Association of Prosecuting Attorneys.

**(b) Terms of Office.** The term of membership for those who are appointed to represent specific organizations shall be for a term of 3 years with the initial term as determined by lot, staggered so as to ~~insure~~ ensure that an equal number of terms expire each year. Any vacancy in the membership of the committee shall be filled in the same manner in which the original appointment was made and the term of membership shall expire on the same date as the original appointment expiration date.

**CONTINUED ON NEXT SLIDE**

## JISCR 2 – COMPOSITION (Continued)

**(c) Operation.** The Supreme Court Justice shall be the chairperson. The members of the committee shall elect a vice-chairperson from among themselves. Meetings of the committee shall be called regularly and at a minimum of four times per year at the discretion of the chair. Any members with two unexcused absences from regularly scheduled JISC meetings during any calendar year shall be requested to resign and the respective association shall appoint a successor to fulfill the unexpired term. User advisory committees shall be established for each level of court and will be representative of the users at each level. Ad hoc committees shall also be established for the purpose of monitoring specific projects undertaken by the Judicial Information System.

# JISCR 3 Summary of Proposed Revisions

- Last updated on May 15, 1976
- No changes identified

## **JISCR 3 – STAFF**

Staff for the Judicial Information System Committee will be provided by and be responsible to the Administrator for the Courts who will be charged with providing operational, statistical, and other information to legitimate and appropriate users of judicial information.

# JISCR 4 Summary of Proposed Revisions

- Last updated on May 15, 1976
- Updated language to correctly indicate that the Judicial Information System is no longer in a phased implementation, but rather in a maintenance and upgrade phase

## JISCR 4 – BUDGETS

The Administrator for the Courts, under the direction of the Judicial Information System Committee, and with the approval of the Supreme Court, shall prepare funding requests for personnel, hardware, and software as required for ~~a phased implementation~~ the maintenance and upgrade of the Judicial Information System. Any budget requests prepared by the Administrator for the Courts shall address the issues of control and dissemination of data from court files, developmental and operational priorities, a clear definition of operational expenses and security, and privacy of information and facilities within the system.

# JISCR 8 Summary of Proposed Revisions

- Last updated on May 15, 1976
- Updated responsibility for establishing Judicial Information System retention periods to the agency rather than the State Court Administrator
- Updated the terminology for data and records residing in the systems

## JISCR 8 – RETENTION

The ~~Administrator for the Courts~~ Administrative Office of the Courts shall establish retention periods for all ~~computerized~~ electronic records based upon the recommendations of the Judicial Information System Committee and consistent with state law.

# JISCR 9 Summary of Proposed Revisions

- Last updated on May 15, 1976
- Updated the terminology “communication links” to “data exchanges”
- Eliminated the word “noncourt” as projects like INH, EDR, and Enterprise Integration Platform are now used to by both court and noncourt systems, but clarified with “governmental”
- Updated the terminology for data and records residing in the systems

## JISCR 9 – ~~COMMUNICATIONS LINK~~ DATA EXCHANGES WITH OTHER SYSTEMS

The Judicial Information System will serve as the ~~communications link~~ data exchange source for the courts with all local, regional, statewide, and national ~~noncourt~~ governmental systems. The Judicial Information System shall perform all functions relating to the transfer of ~~computerized~~ electronic judicial data or information except as specifically approved by the Supreme Court upon the recommendations of the Judicial Information System Committee.

# JISCR 10 Summary of Proposed Revisions

- Last updated on May 15, 1976
- Updated name of Administrative Office of the Courts
- Clarified grammar

## JISCR 10 – ATTORNEY IDENTIFICATION NUMBERS

The ~~Office of the Administrator for the Courts~~ Administrative Office of the Courts will assign and maintain a uniform attorney identification number consistent with the number currently ~~utilized~~ ~~used~~ by the Washington State Bar Association. The use of such code numbers will be subject to rules promulgated by the Supreme Court upon recommendations by the Judicial Information System Committee and the Board of Governors of the Washington State Bar Association.

# JISCR 11 Summary of Proposed Revisions

- Last updated on May 15, 1976
- Updated terminology from “duplicate records” to “electronic data backups”
- Updated the terminology for data and records residing in the systems
- Updated name of Administrative Office of the Courts
- Clarified grammar

## JISCR 11 – SECURITY, PRIVACY, AND CONFIDENTIALITY

All court record systems must conform to the privacy and confidentiality rules as promulgated by the Supreme Court upon the recommendation of the Judicial Information System Committee, which rules shall be consistent with all applicable law relating to public records. Any modifications, additions, or deletions from the established rules must be reviewed by the Judicial Information System Committee and approved by the Supreme Court. Additionally:

(a) Courts obtaining information from ~~computerized~~ ~~electronic~~ files subject to special security and privacy administrative rules or legislative direction must ~~insure~~ ~~ensure~~ that all such rules or legislative enactments are followed in the handling of such information.

(b) In all automated systems, ~~duplicate records~~ ~~electronic data backups~~ must be prepared regularly and stored separately and a transaction log kept of all record changes covering the entire time period since the preparation of the last ~~duplicate set of records~~ ~~electronic data backups~~.

(c) The ~~Office of the Administrator for the Courts~~ ~~Administrative Office of the Courts~~ will maintain a library of court system documentation for the state. All automated information systems which have received approval from the Supreme Court to collect, store, and/or disseminate ~~computerized~~ ~~electronic~~ judicial information must submit to the ~~Office of the Administrator for the Courts~~ ~~Administrative Office of the Courts~~ and maintain on file a copy of all system documentation related to the collection, storage, and dissemination of such information.

# Decision Point



WASHINGTON  
**COURTS**  
ADMINISTRATIVE OFFICE OF THE COURTS

# Proposed JISC Rules Revisions

June 28, 2024 JISC Meeting

C. Kevin Ammons, ISD Associate Director

**JISCR 1**  
**JUDICIAL INFORMATION SYSTEM**

It is the intent of the Supreme Court that a statewide Judicial Information System be developed. The system is to be designed and operated by the Administrator for the Courts under the direction of the Judicial Information System Committee and with the approval of the Supreme Court pursuant to RCW 2.56. The system is to serve the courts of the state of Washington.

[Adopted effective May 15, 1976.]

## **JISCR 1 JUDICIAL INFORMATION SYSTEM**

It is the intent of the Supreme Court that a statewide Judicial Information System be developed. The **Judicial Information System** is to be designed and operated by the ~~Administrator for the Courts~~ **Administrative Office of the Courts** under the direction of the Judicial Information System Committee and with the approval of the Supreme Court pursuant to RCW 2.56. The **Judicial Information System** is to serve the courts of the state of Washington.

## **JISCR 2 COMPOSITION**

**(a) Membership.** The Judicial Information System Committee (JISC) shall be appointed by the Chief Justice. The Chief Justice will consider for appointment those individuals who have been suggested by representative groups and associations from within the judicial system but shall not be bound thereby. In addition, the Chief Justice shall consider for appointment only those individuals who have demonstrated an interest and commitment to judicial administration and to automation of judicial systems and functions. The committee shall be composed of four members from the appellate court level (Supreme Court and Court of Appeals), five members from the superior court level, two of whom shall be members of the Superior Court Judges' Association, and one of whom shall be a member of the Washington Association of Juvenile Court Administrators, five members from the courts of limited jurisdiction level, one of whom shall be a member of the Misdemeanant Corrections Association, and three at large members from outside the judiciary, one of whom will be a member of the Washington State Bar Association, one of whom will be a member of the Washington Association of Sheriffs and Police Chiefs, and one of whom will be a member of the Washington State Association of Prosecuting Attorneys.

**(b) Terms of Office.** The term of membership for those who are appointed to represent specific organizations shall be for a term of 3 years with the initial term as determined by lot, staggered so as to insure that an equal number of terms expire each year. Any vacancy in the membership of the committee shall be filled in the same manner in which the original appointment was made and the term of membership shall expire on the same date as the original appointment expiration date.

**(c) Operation.** The Supreme Court Justice shall be the chairperson. The members of the committee shall elect a vice-chairperson from among themselves. Meetings of the committee shall be called regularly and at a minimum of four times per year at the discretion of the chair. Any members with two unexcused absences from regularly scheduled JISC meetings during any calendar year shall be requested to resign and the respective association shall appoint a successor to fulfill the unexpired term. User advisory committees shall be established for each level of court and will be representative of the users at each level. Ad hoc committees shall also be established for the purpose of monitoring specific projects undertaken by the Judicial Information System.

[Adopted effective July 1, 1976; Amended effective July 1, 1987; June 4, 1996; December 29, 1998; February 11, 2010.]

## JISCR 2 COMPOSITION

**(a) Membership.** The Judicial Information System Committee (JISC) shall be appointed by the Chief Justice. The Chief Justice will consider for appointment those individuals who have been suggested by representative groups and associations from within the judicial system but shall not be bound thereby. In addition, the Chief Justice shall consider for appointment only those individuals who have demonstrated an interest and commitment to judicial administration and to automation of judicial systems and functions. The committee shall be composed of four members from the appellate court level (Supreme Court and Court of Appeals), five members from the superior court level, two of whom shall be members of the Superior Court Judges' Association, and one of whom shall be a member of the Washington Association of Juvenile Court Administrators, five members from the courts of limited jurisdiction level, one of whom shall be a member of the Misdemeanant ~~Corrections~~ Probation Association, and three at large members from outside the judiciary, one of whom will be a member of the Washington State Bar Association, one of whom will be a member of the Washington Association of Sheriffs and Police Chiefs, and one of whom will be a member of the Washington State Association of Prosecuting Attorneys.

**(b) Terms of Office.** The term of membership for those who are appointed to represent specific organizations shall be for a term of ~~3~~ three years with the initial term as determined by lot, staggered so as to ~~insure~~ ensure that an equal number of terms expire each year. Any vacancy in the membership of the committee shall be filled in the same manner in which the original appointment was made and the term of membership shall expire on the same date as the original appointment expiration date.

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**JISCR 3  
STAFF**

Staff for the Judicial Information System Committee will be provided by and be responsible to the Administrator for the Courts who will be charged with providing operational, statistical, and other information to legitimate and appropriate users of judicial information.

[Adopted effective May 15, 1976.]

**No Changes Identified**

#### **JISCR 4 BUDGETS**

The Administrator for the Courts, under the direction of the Judicial Information System Committee, and with the approval of the Supreme Court, shall prepare funding requests for personnel, hardware, and software as required for a phased implementation of the Judicial Information System. Any budget requests prepared by the Administrator for the Courts shall address the issues of control and dissemination of data from court files, developmental and operational priorities, a clear definition of operational expenses and security, and privacy of information and facilities within the system.

[Adopted effective May 15, 1976.]

## **JISCR 4 BUDGETS**

The Administrator for the Courts, under the direction of the Judicial Information System Committee, and with the approval of the Supreme Court, shall prepare funding requests for personnel, hardware, and software as required for ~~a-phased implementation~~ the maintenance and upgrade of the Judicial Information System. Any budget requests prepared by the Administrator for the Courts shall address the issues of control and dissemination of data from court files, developmental and operational priorities, a clear definition of operational expenses and security, and privacy of information and facilities within the system.

## **JISCR 8 RETENTION**

The Administrator for the Courts shall establish retention periods for all computerized records based upon the recommendations of the Judicial Information System Committee and consistent with state law.

[Adopted effective May 15, 1976.]

## **JISCR 8 RETENTION**

The ~~Administrator for the Courts~~ Administrative Office of the Courts shall establish retention periods for all ~~computerized~~ electronic records based upon the recommendations of the Judicial Information System Committee and consistent with state law.

**JISCR 9**  
**COMMUNICATIONS LINK WITH OTHER SYSTEMS**

The Judicial Information System will serve as the communications link for the courts with all local, regional, statewide, and national noncourt systems. The Judicial Information System shall perform all functions relating to the transfer of computerized judicial data or information except as specifically approved by the Supreme Court upon the recommendations of the Judicial Information System Committee.

[Adopted effective May 15, 1976.]

**JISCR 9****~~COMMUNICATIONS LINK~~ DATA EXCHANGES WITH OTHER SYSTEMS**

The Judicial Information System will serve as the ~~communications link~~ data exchange source for the courts with all local, regional, statewide, and national ~~noncourt~~ governmental systems. The Judicial Information System shall perform all functions relating to the transfer of ~~computerized~~ electronic judicial data or information except as specifically approved by the Supreme Court upon the recommendations of the Judicial Information System Committee.

**JISCR 10 ATTORNEY  
IDENTIFICATION NUMBERS**

The Office of the Administrator for the Courts will assign and maintain a uniform attorney identification number consistent with the number currently utilized by the Washington State Bar Association. The use of such code numbers will be subject to rules promulgated by the Supreme Court upon recommendations by the Judicial Information System Committee and the Board of Governors of the Washington State Bar Association.

[Adopted effective May 15, 1976.]

**JISCR 10  
ATTORNEY  
IDENTIFICATION NUMBERS**

The ~~Office of the Administrator for the Courts~~ Administrative Office of the Courts will assign and maintain a uniform attorney identification number consistent with the number currently ~~utilized~~ used by the Washington State Bar Association. The use of such code numbers will be subject to rules promulgated by the Supreme Court upon recommendations by the Judicial Information System Committee and the Board of Governors of the Washington State Bar Association.

**JISCR 11**  
**SECURITY, PRIVACY, AND CONFIDENTIALITY**

All court record systems must conform to the privacy and confidentiality rules as promulgated by the Supreme Court upon the recommendation of the Judicial Information System Committee, which rules shall be consistent with all applicable law relating to public records. Any modifications, additions, or deletions from the established rules must be reviewed by the Judicial Information System Committee and approved by the Supreme Court. Additionally:

**(a)** Courts obtaining information from computerized files subject to special security and privacy administrative rules or legislative direction must insure that all such rules or legislative enactments are followed in the handling of such information.

**(b)** In all automated systems, duplicate records must be prepared regularly and stored separately and a transaction log kept of all record changes covering the entire time period since the preparation of the last duplicate set of records.

**(c)** The Office of the Administrator for the Courts will maintain a library of court system documentation for the state. All automated information systems which have received approval from the Supreme Court to collect, store, and/or disseminate computerized judicial information must submit to the Office of the Administrator for the Courts and maintain on file a copy of all system documentation related to the collection, storage, and dissemination of such information.

[Adopted effective May 15, 1976.]

## JISCR 11 SECURITY, PRIVACY, AND CONFIDENTIALITY

All court record systems must conform to the privacy and confidentiality rules as promulgated by the Supreme Court upon the recommendation of the Judicial Information System Committee, which rules shall be consistent with all applicable law relating to public records. Any modifications, additions, or deletions from the established rules must be reviewed by the Judicial Information System Committee and approved by the Supreme Court. Additionally:

(a) Courts obtaining information from ~~computerized~~ electronic files subject to special security and privacy administrative rules or legislative direction must ~~insure~~ ensure that all such rules or legislative enactments are followed in the handling of such information.

(b) In all automated systems, ~~duplicate records~~ electronic data backups must be prepared regularly and stored separately and a transaction log kept of all record changes covering the entire time period since the preparation of the last ~~duplicate set of records~~ electronic data backups.

(c) The ~~Office of the Administrator for the Courts~~ Administrative Office of the Courts will maintain a library of court system documentation for the state. All automated information systems which have received approval from the Supreme Court to collect, store, and/or disseminate ~~computerized~~ electronic judicial information must submit to the ~~Office of the Administrator for the Courts~~ Administrative Office of the Courts and maintain on file a copy of all system documentation related to the collection, storage, and dissemination of such information.

Judicial Information System Committee Meeting

June 28, 2024

**DECISION POINT – Amend Judicial Information System Committee Rules (JISCR)**

**MOTION:**

I move to propose to the Supreme Court Rules Committee to amend the following JISCRs as edited during today's meeting:

- JISCR 1 – Judicial Information System
- JISCR 2 – Composition
- JISCR 4 – Budgets
- JISCR 8 – Retention
- JISCR 9 – Communications Link with Other Systems
- JISCR 10 – Attorney Identification Numbers
- JISCR 11 – Security, Privacy, and Confidentiality

**I. BACKGROUND**

The Judicial Information Systems Committee (JISC) was established in 1976 and many of the rules which govern this committee have not been updated since its inception. Revisions in technology, policy, and other pertinent areas that impact court operations, have not been incorporated into the JISCRs. To modernize the language in these rules, amendments are necessary to align the JISCRs with current terminology.

**II. DISCUSSION**

The Administrative Office of the Courts has conducted a thorough review of all JISCRs and has identified several rules proposed for amendments. These amendments would be technical updates to the JISCR language to reconcile with organizational and technological terminology related changes.

**III. OUTCOME IF NOT PASSED –**

The JISCRs would not have language that corresponds with developments that have taken place since the founding of the JISC.



WASHINGTON  
**COURTS**  
ADMINISTRATIVE OFFICE OF THE COURTS

# IT Governance Requests Authorization and Prioritization

C. KEVIN AMMONS, ISD ASSOCIATE DIRECTOR  
June 28, 2024

# Overview

- Two ITG Requests are ready for the JISC's consideration
  - ITG 1372 – Exhibit Management Software
  - ITG 1373 – Replace the Juvenile and Corrections System (JCS)
- The first decision on each request is whether or not to authorize the requests
- Once decisions are reached on both requests, those that are Authorized will be Prioritized

# Summary of ITG 1372 – Exhibit Management Software

- Seeks to implement a statewide digital exhibit management system, a service not currently offered by the AOC
- This would be a very large effort at a total cost of \$1.22 million, including approximately 5,000 hours of staff time, plus \$800,000 for a vendor to conduct requirements gathering and an in-depth analysis of potential solutions
  - A larger follow-on project would then be needed to implement the selected solution
- It would impact all court levels
- Prioritized as #1 of 2 requests by the Multi-Court Level User Group

# Decision Point

# Summary of ITG 1373 – Replace JCS

- Seeks to replace the existing JCS and include additional functionality, such as supervision, to better serve the juvenile courts
- This would be a very large effort at a total cost of \$1.22 million, including approximately 5,000 hours of staff time, plus \$800,000 for a vendor to conduct requirements gathering and an in-depth analysis of potential solutions
  - A larger follow-on project would then be needed to implement the selected solution
- It would impact juvenile/superior courts
- Prioritized #4 of 6 requests by the Superior Court Level User Group

# Decision Point

# Current JISC Priorities

| JISC Priorities |      |   |             |                 |
|-----------------|------|---|-------------|-----------------|
| Priority        | ITG# | Request Name  | Status      | Requesting CLUG |
| 1               | 102  | CLJ Case Management System                                  | In Progress | CLJ             |
| 2               | 1355 | Replace Appellate Court Case Management and eFiling Systems | In Progress | Appellate       |
| 3               | 27   | Seattle Municipal Court CMS to EDR Data Exchange            | In Progress | CLJ             |
| 4               | 1340 | Enterprise Integration Platform and External API            | In Progress | Non-JIS         |
| 5               | 1308 | Integrated eFiling for Odyssey DMS Superior Courts          | In Progress | Superior        |
| 6               | 1357 | Guardianship Monitoring and Tracking System                 | Authorized  | Superior        |

## Requests to be Prioritized

|      |                             |     |             |
|------|-----------------------------|-----|-------------|
| 1372 | Exhibit Management Software | TBD | Multi Level |
| 1373 | Replace JCS                 | TBD | Superior    |

# Proposed JISC Priorities

| JISC Priorities |      |   |             |                 |
|-----------------|------|---|-------------|-----------------|
| Priority        | ITG# | Request Name  | Status      | Requesting CLUG |
| 1               | 102  | CLJ Case Management System                                  | In Progress | CLJ             |
| 2               | 1355 | Replace Appellate Court Case Management and eFiling Systems | In Progress | Appellate       |
| 3               | 27   | Seattle Municipal Court CMS to EDR Data Exchange            | In Progress | CLJ             |
| 4               | 1340 | Enterprise Integration Platform and External API            | In Progress | Non-JIS         |
| 5               | 1308 | Integrated eFiling for Odyssey DMS Superior Courts          | In Progress | Superior        |
| 6               | 1373 | Replace JCS   | TBD         | Superior        |
| 7               | 1357 | Guardianship Monitoring and Tracking System                 | Authorized  | Superior        |
| 8               | 1372 | Exhibit Management Software                                 | TBD         | Multi Level     |

Judicial Information System Committee Meeting

June 28, 2024

**DECISION POINT – Authorize Information Technology Governance (ITG) Request #1372-Exhibit Management Software**

**MOTION:**

I move that ITG Request #1372 be authorized.

**I. BACKGROUND**

This ITG request was created in January 2024 to provide a digital exhibit management system that will be able to accept, store, manage, and playback exhibits submitted in diverse digital formats. Implementation of this system will improve ease of use and convenience for court staff, judicial officers, litigants, and authorized stakeholders by making exhibits readily accessible from any device; will present an opportunity to rethink and streamline current court workflows around exhibit management; and will provide a more efficient and streamlined process for transferring case information, testimony, and exhibits back and forth between the different court levels for appeals.

With the understanding that the legislature will have to provide funding, this request now needs to be authorized by JISC.

**II. DISCUSSION**

Courts receive both physical and digital exhibits and are looking to improve the overall management of exhibits. Current exhibit management processes are largely manual and vary by jurisdiction. Significant challenges exist around digital exhibits. The increasing volume of digital exhibits come in a variety of digital mediums that are difficult or impossible to upload into current court systems because of size, compatibility, or security concerns. Examples include: USB drives, DVDs, bodycam videos, audio/video recordings, cell phone data, and digital documents. Parties are generally required to submit such digital exhibits as physical copies. The current manual processes create challenges to manage digital evidence effectively, efficiently, and securely. Courts require a digital exhibit management system that can efficiently collect, inventory, manage, review, and present digital evidence before, during, and after a court proceeding.

This effort would start with an in-depth analysis before any procurement or development project.

**III. OUTCOME IF NOT PASSED –**

Courts will not have a statewide comprehensive digital exhibit management system to provide information in a expeditious manner that may be relevant to a case.

Judicial Information System Committee Meeting

June 28, 2024

**DECISION POINT – Authorize Information Technology Governance (ITG) Request #1373-  
Replace Juvenile and Corrections System (JCS)**

**MOTION:**

I move that ITG Request #1373 be authorized.

**I. BACKGROUND**

This ITG request was created in February 2024 to replace the Juvenile and Corrections System (JCS), which is an aging system that lacks adequate reporting capabilities and relies on Superior Court applications for person record creation and maintenance capabilities. As a result, some Juvenile Courts have implemented their own case management systems and many have separate local systems in use for managing the detention and probation components. Using multiple systems with integrations across counties and courts creates a statewide complex technical environment that leads to increased costs to maintain, support and modernize.

With the understanding that the legislature will have to provide funding, this request now needs to be authorized by JISC.

**II. DISCUSSION**

The Juvenile Courts need an all-in-one, automated, and modern solution that supports the management of youths, referrals, detentions, supervision and assessments. This solution needs to be a tool that functions to drive and control the flow of work in accordance with important deadlines associated with youth management, referrals, detentions, supervision and assessment. It should not be simply a data repository, but rather a tool that allows for documents to be added to the referral/case to provide streamlined and easy access to these documents, and a robust reporting feature that duplicates the reports currently available. In addition, users of this new solution should be able to run reports at any time. This solution also needs to be secure to prevent unauthorized access to data and documents associated with the youths. The new solution should have the ability to ingest historical data from the current systems used by the juvenile courts.

The implementation of a replacement for the Juvenile and Corrections System (JCS) will standardize the case management functions of all juvenile courts that choose to utilize this application and will allow for a streamlined and more efficient process for AOC to maintain, support, and update this system for juvenile courts. The functions that will be enhanced by this solution will pertain to the case management of youths, referrals, detentions, supervision, and assessments of juveniles.

This effort would start with an in-depth analysis before any procurement or development project.

### **III. OUTCOME IF NOT PASSED –**

Juvenile courts will continue to use a dated Juvenile and Corrections System, which relies on a patchwork of disparate local solutions to maintain its functions.

Judicial Information System Committee Meeting

June 28, 2024

**DECISION POINT – Prioritize Information Technology Governance (ITG) Requests**

**MOTION:**

Assuming both requests are authorized, the motion would be:

I move that ITG Request #1373 be prioritized as JISC priority #6 and ITG Request #1372 be prioritized as JISC priority #8.

**I. BACKGROUND**

JISC priorities 1-5 are all in progress. JISC has usually prioritized replacement of existing systems higher than establishing new statewide services.

**II. OUTCOME IF NOT PASSED –**

AOC would not have the JISC's prioritization available to inform decisions regarding scheduling and implementation of this ITG request.



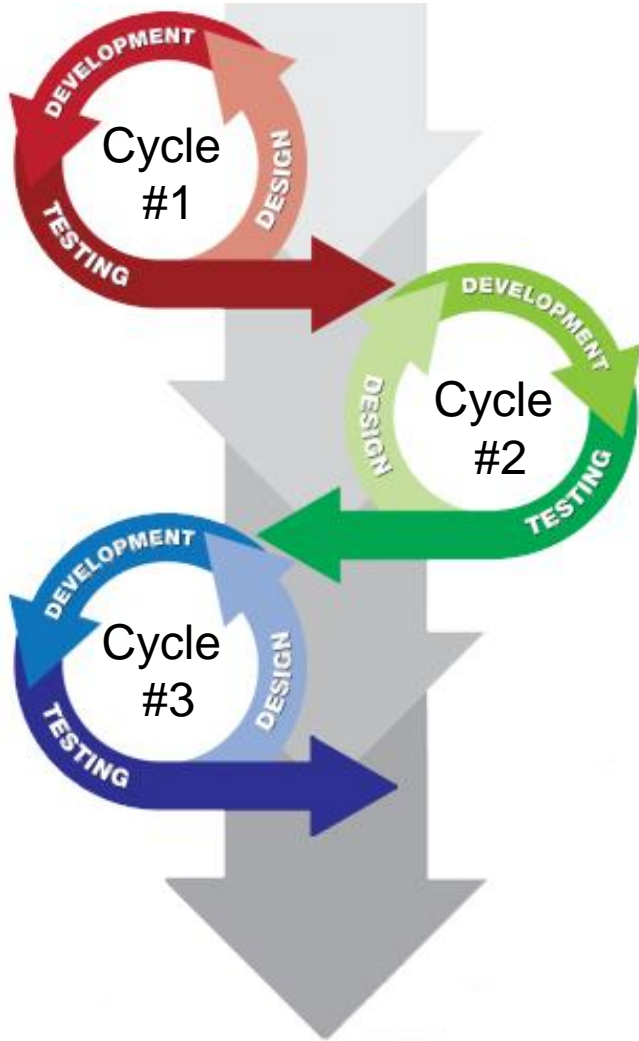
# Courts of Limited Jurisdiction Case Management System (CLJ-CMS)

GARRET TANNER, PROJECT MANAGER  
June 28, 2024

# Project Scope

- Three Components
  - eFile & Serve
  - Enterprise Justice
  - Enterprise Supervision

# Updated Project Approach



**Priority 1:** Onboard as many courts as possible

**Priority 2:** Extend implementation to include

- A District Court (civil case types)
- A formal Probation Department

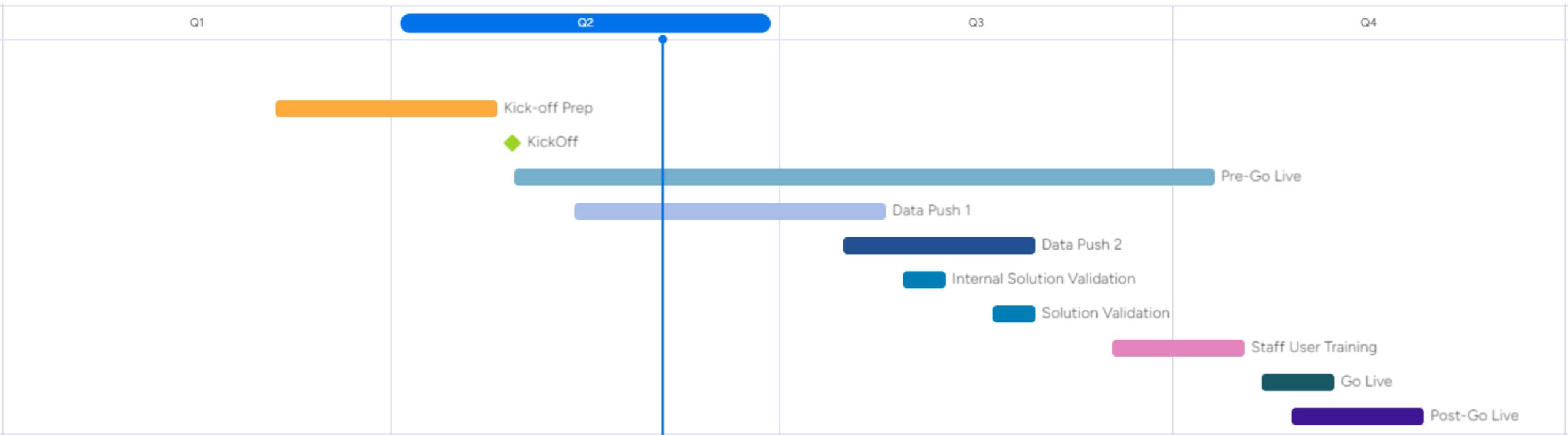
**Priority 3:** Plan for future deployment of

- Enterprise Justice 2024
- GR 15 functionality

# Cycle #1: Early Adopter

- Asotin District Court
- Cheney Municipal Court
- Colfax Municipal Court
- Columbia District Court
- Franklin District Court
- Garfield District Court
- Grays Harbor District Court (2 Locations)
- Whitman District Court (2 Locations)

# Cycle #1: Early Adopter



# Project Outreach

## Statewide Outreach Sessions

- ✓ March 26, Spokane
- ✓ March 28, Walla Walla
- ✓ May 7, Chelan
- ✓ May 14, Marysville
- ✓ May 16, Tukwila
- August 7, Olympia
- November 13, Vancouver
- November 20, Yakima

## Online System Demonstrations

- ✓ April 24
- ✓ April 25
- ✓ May 7
- ✓ May 14
- ✓ May 16
- July 17
- July 18

# Work in Progress

- Tacoma Municipal Support (ongoing)
- Fircrest-Ruston Support (ongoing)
- Early Adopter Implementation
  - Super User Training June 2024
  - Data Load 1 July 2024
  - Data Load 2 August 2024
  - User Training September 2024
- Planned development & bug fixes ongoing
  - Enhancements expected June 28, June 30, and July 31
  - Bug fixes continuous & ongoing

# Project Issues – June 2024

## Active Issues

| Issue  | Mitigation  |
|--|---|
| <b>Pilot Go-Live</b> – Delaying Pilot Go-Live will impact future Phases.   | <b>(June 11, 2024) CLJ-CMS is working with stakeholders to plan the next several phases of the project based on feedback from Pilot and Early Adopter courts.</b> |
| <b>Local Rule</b> – In order for eFiling to be mandatory, courts need to enact the rule or make eFiling mandatory. | (April 5, 2022) DMCJA is championing a Statewide rule for mandatory eFiling. Courts will need to enact a local rule in the meantime.                              |

# Project Issues – June 2024

| Active Issues  |  |
|--|--|
| Issue  | Mitigation   |
| <b>Staffing / Hiring</b> – CLJ-CMS has been unable to fill several key positions. As of December 2023, CLJ-CMS has 9 project positions open. If these positions are not filled there may be impacts to the schedule. | (February 16, 2024) CLJ-CMS Executive Sponsors approved five new project positions. Recruitment is underway. Total vacant positions is 6.  |
| <b>Enterprise Supervision for MPA</b> – MPA has requested that AOC make Enterprise Supervision available to probation departments independently and ahead of their court’s implementation of Enterprise Justice.     | <b>(May 28, 2024) AOC has reached agreement with courts, PSC, and Tyler Technologies on a path forward. Pierce County, Skagit, Lynwood, and Klickitat probation offices will be implementing Enterprise Supervision in 2024.</b> |

# Project Issues – June 2024

| Active Issues   |   |
|---|---|
| Issue   | Mitigation  |
| <b>WSP Law Table Updates</b> – WSP needs to update their law tables to accept two versions (one for JIS Courts and one for Enterprise Justice Courts).                                    | <b>(June 6, 2024) Fircrest-Ruston and Tacoma Municipal are live with Phase 1. Phase 2 development expected from vendor in June 2024.</b>  |
| <b>Third Party Integrations</b> – Some courts have local systems that they would like integrated with Enterprise Justice.   | <b>(May 29, 2024) Project and court kick-off held.</b>  |
| <b>Enterprise Justice version to be used (Phase 1)</b> – In November 2021, Tyler determined that Enterprise Justice 2019 would not be compatible with some of the mandatory requirements. | (March 2024) Enterprise Justice version 2024 upgrade will be required to satisfy GR 15 requirements. Estimated to be available from the vendor for testing in late 2024. Production upgrade date TBD. |

# Project Risks – June 2024

| Total Project Risks   |                      |   |        |
|---|----------------------|---|--------|
| Low Probability   | Moderate Probability | High Probability  | Closed |
| 0   | 3                    | 0   | 20     |
| High Risk 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  | (September 22, 2020) 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. |        |

# Project Risks – June 2024

| High Risk Status  |                      |  |
|---|----------------------|--|
| Risk  | Probability / Impact | Mitigation   |
| <b>Court Learning Curve</b> – It is expected that some users will experience short-term reduced efficiencies when compared against more established legacy systems. | Moderate / Moderate  | (April 1, 2024) Adjustments are being made to address the learning curve for the case management systems. Supplemental training is available for implemented courts. Several enhancements have been prioritized with the vendor to further reduce workload in key areas. |

# Project Risks – June 2024

| High Risk Status  |                      |  |
|---|----------------------|--|
| Risk  | Probability / Impact | Mitigation   |
| <b>Performance Issues</b> – System performance must meet user expectations. The legacy systems are well established and very fast and the new systems must be performant. | Moderate / Moderate  | (April 1, 2024) Tacoma Municipal Court reports slow performance in some key areas. These have been escalated to the vendor for resolution. |

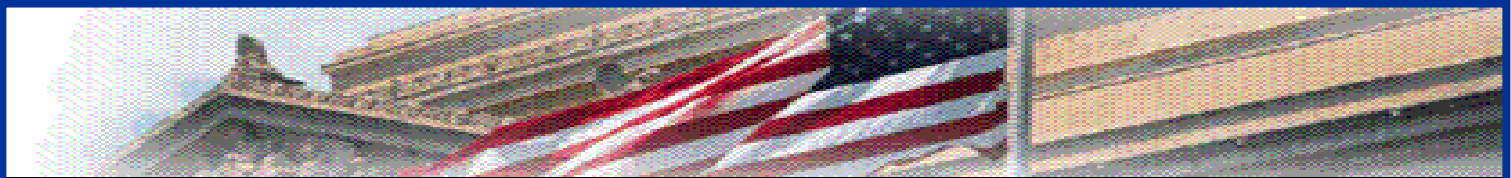
# Next Steps

| Milestone                         | Date           |
|-----------------------------------|----------------|
| Early Adopter Super User Training | June 2024      |
| Early Adopter Data Load 1         | July 2024      |
| Early Adopter Data Load 2         | August 2024    |
| Early Adopter User Training       | September 2024 |
| Early Adopter Go-Live             | October 2024   |

# Independent Quality Assurance Update



**ALLEN MILLS, BLUECRANE, INC.**



*bluecrane*  
**Management Consulting**  
*for*  
**State and Local**  
**Governments**

**Quality Assurance**

**Executive Advisement**

**Project Oversight**

**Project Management**

**Independent Verification and**  
**Validation (IV&V)**

**Risk Reduction**

**Quality Assurance  
Assessment**

for the

**State of Washington**

**Administrative Office  
of the Courts (AOC)**

**CLJ-CMS Project**

**May 2024**

Prepared by  
**Bluecrane, Inc.**





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May 31, 2024

Honorable Barbara Madsen, Justice  
Washington Supreme Court

Ms. Dawn Marie Rubio  
Administrator, Administrative Office of the Courts

Dear Justice Madsen and Ms. Rubio:

*bluecrane* has completed its Quality Assurance Assessment of the CLJ-CMS Project for the month of May 2024.

This document is structured as follows:

1. Executive Summary and Assessment Dashboard
2. A detailed report of our CLJ-CMS assessment for the current reporting period
3. An explanation of our approach for those readers who have not seen one of our assessments previously

Please contact me with any questions or comments.

Sincerely,

Allen Mills



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## **Introductory Note on Project Structure**

The Courts of Limited Jurisdiction – Case Management System (CLJ-CMS) Project consists of three primary areas of activity, namely:

- eFiling
- Case Management
- Supervision

These three high-level “workstreams” or “sub-projects” ultimately combine to deliver an integrated solution for participating district and municipal courts (and some other entities such as violations bureaus). However, work on each sub-project is being planned and conducted as a separate activity with a keen awareness of interdependencies and the interrelationships that will eventually come into play. For these reasons, much of our risk analysis will assess the three sub-projects individually. For consistency in terminology, we will reserve the term “CLJ-CMS” to refer to the three combined sub-projects and use the terms “eFiling,” “Supervision,” and “Case Management” to refer to the individual efforts.



## **1. Executive Summary**

### **1.1 Executive Overview**

This report provides the May 2024 Quality Assurance (QA) assessment by Bluecrane, Inc. (“bluecrane”) for the Washington State Administrative Office of the Courts (AOC) Courts of Limited Jurisdiction – Case Management System (CLJ-CMS) Project.

In May, the CLJ-CMS Project continued to make excellent progress towards the Early Adopter Go-Live that is being planned for late October 2024 while continuing to resolve defects affecting the two pilot courts that are in production. As we noted last month, it is not unusual for defect fixes following a “go live” event on a large IT project to take some time to be addressed. In this case, with more “go live” events to follow in the future, addressing the defects as quickly as practical is important for the project’s credibility with courts being on-boarded to the new system.

In parallel with Early Adopter Go-Live efforts and production defects resolution work, the Associate Director of the Court Services Division (CSD) and members of the CLJ Project Team have been conducting demonstrations of the new solution to CLJ courts around the state. The demonstrations have been very well-received by the participating courts. This activity is an important element of Organizational Change Management (OCM) as it creates improved awareness and knowledge of what the new CLJ solution entails. The demonstrations are also contributing to increased eagerness on the part of court stakeholders to implement the new solution in their courts. A number of CLJ courts have taken the time to formally thank the team providing the demonstrations and to express their appreciation for the information shared with the courts. We concur with those “kudos” and add our congratulations for a job well done. The next challenge in this area will be to maintain the enthusiasm that has been generated among the participating courts.

In addition, AOC continues to work with Tyler Technologies (Tyler) to assess the viability of implementing Enterprise Supervision (i.e., the probation solution) as a “stand-alone” system to address the urgent end-of-life issues with the Probatum courts and the withdrawal of Pierce County District Court as a CLJ-CMS pilot. The AOC and Tyler have discussed using a shared tenant model with the CLJ-CMS Project during which implementation will be performed entirely by Tyler for the Probatum Courts and Pierce County District Court because AOC does not have the capacity to do so while keeping the CLJ-CMS Project (as a whole) on track. The AOC and Tyler are continuing to flesh out the details of the plan.

As noted in last month’s report, the potential for a separate statewide implementation of eSupervision has also been raised at CLJ-CMS Steering Committee meetings and requested by an MPA memo dated February 15, 2024. However, this approach was not contemplated by the procurement, the contract, or the project workplan which identifies an integrated statewide system of eFiling, Enterprise Justice, and eSupervision. Additionally, the legislative funding decision packages and appropriations reflect an integrated solution. There is no mention of a standalone system for eSupervision. Discussions regarding a potential separate effort continue between AOC and Tyler.



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With respect to the approved CLJ-CMS Project that is well-underway, we continue to recognize risks to the deployment timeline since groupings of courts for deployment after the Early Adopter Courts have yet to be determined. However, with the commitments of the Early Adopter Courts for a fall 2024 deployment, we are now assessing schedule and deployment risks as “Being Addressed.”



## 1.2 Executive “At-a-Glance” QA Dashboard

The following table provides a summary of our risk assessment ratings for this month and the previous two months. Detailed findings, risk explanations, and recommendations for risk response are provided in Section 2 of this report. As a reminder to the reader, “blue” items indicate areas of ongoing risk; however, the mitigation and other response activities of the Program for blue items are assessed as adequate for the current review period.

**Table 1. Summary Dashboard of QA Assessment Results**

| Project Management and Sponsorship    |                      |                      |                      |
|---------------------------------------|----------------------|----------------------|----------------------|
| Assessment Area                       | May 2024             | April 2024           | March 2024           |
| Schedule: Case Management             | Risk Being Addressed | Risk Being Addressed | Risk                 |
| Schedule: Supervision                 | Risk Being Addressed | Risk Being Addressed | Risk                 |
| Schedule: eFiling                     | Risk Being Addressed | Risk Being Addressed | Risk                 |
| Scope: Case Management                | Risk Being Addressed | Risk Being Addressed | Risk Being Addressed |
| Scope: Supervision                    | Risk Being Addressed | Risk Being Addressed | Risk Being Addressed |
| Scope: eFiling                        | Risk Being Addressed | Risk Being Addressed | Risk Being Addressed |
| Project Staffing                      | Risk Being Addressed | Risk Being Addressed | Risk Being Addressed |
| Governance                            | Risk Being Addressed | Risk Being Addressed | Risk Being Addressed |
| Budget: Funding                       | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Budget: Management of Spending        | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Contracts and Deliverables Management | No Risk Identified   | No Risk Identified   | No Risk Identified   |



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**Project Management and Sponsorship**

| Assessment Area | May 2024           | April 2024         | March 2024         |
|-----------------|--------------------|--------------------|--------------------|
| PMO Processes   | No Risk Identified | No Risk Identified | No Risk Identified |

**People**

| Assessment Area                | May 2024             | April 2024           | March 2024           |
|--------------------------------|----------------------|----------------------|----------------------|
| Stakeholder Engagement         | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| OCM: Case Management           | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| OCM: Supervision               | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| OCM: eFiling                   | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Communications                 | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Court Preparation and Training | Risk Being Addressed | Risk Being Addressed | Risk Being Addressed |

**Solution**

| Assessment Area                   | May 2024           | April 2024         | March 2024         |
|-----------------------------------|--------------------|--------------------|--------------------|
| Business Process: Case Management | No Risk Identified | No Risk Identified | No Risk Identified |
| Business Process: Supervision     | No Risk Identified | No Risk Identified | No Risk Identified |
| Business Process: eFiling         | No Risk Identified | No Risk Identified | No Risk Identified |



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| Solution   |                      |                      |                      |
|--|----------------------|----------------------|----------------------|
| Assessment Area  | May 2024             | April 2024           | March 2024           |
| Requirements, Design, and Configuration: Case Management | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Requirements, Design, and Configuration: Supervision     | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Requirements, Design, and Configuration: eFiling         | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Integrations: Case Management                            | Risk Being Addressed | Risk Being Addressed | Risk Being Addressed |
| Integrations: eFiling                                    | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Reports: Case Management                                 | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Reports: Supervision                                     | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Testing: Case Management                                 | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Testing: Supervision                                     | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Testing: eFiling   | No Risk Identified   | No Risk Identified   | No Risk Identified   |
| Deployment: Case Management                              | Risk Being Addressed | Risk Being Addressed | Risk                 |
| Deployment: Supervision                                  | Risk Being Addressed | Risk Being Addressed | Risk                 |
| Deployment: eFiling                                      | Risk Being Addressed | Risk Being Addressed | Risk                 |



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| Data                              |                    |                    |                    |
|-----------------------------------|--------------------|--------------------|--------------------|
| Assessment Area                   | May 2024           | April 2024         | March 2024         |
| Data Preparation: Case Management | No Risk Identified | No Risk Identified | No Risk Identified |
| Data Conversion: Case Management  | No Risk Identified | No Risk Identified | No Risk Identified |
| Data Conversion: Supervision      | No Risk Identified | No Risk Identified | No Risk Identified |
| Data Security                     | No Risk Identified | No Risk Identified | No Risk Identified |

| Infrastructure                 |                    |                    |                    |
|--------------------------------|--------------------|--------------------|--------------------|
| Assessment Area                | May 2024           | April 2024         | March 2024         |
| Infrastructure for Remote Work | No Risk Identified | No Risk Identified | No Risk Identified |
| Statewide Infrastructure       | No Risk Identified | No Risk Identified | No Risk Identified |
| Local Infrastructure           | No Risk Identified | No Risk Identified | No Risk Identified |
| Security Functionality         | No Risk Identified | No Risk Identified | No Risk Identified |
| Access                         | No Risk Identified | No Risk Identified | No Risk Identified |
| Environments                   | No Risk Identified | No Risk Identified | No Risk Identified |
| Post-Implementation Support    | No Risk Identified | No Risk Identified | No Risk Identified |

2. Detailed Assessment Report

2.1 Project Management and Sponsorship

2.1.1 Schedule: Case Management

| Project Management and Sponsorship |                                 |                      |           |
|------------------------------------|---------------------------------|----------------------|-----------|
| Schedule: Case Management          | Three-Month Rolling Risk Levels |                      |           |
|                                    | May 2024                        | Apr. 2024            | Mar. 2024 |
|                                    | Risk Being Addressed            | Risk Being Addressed | Risk      |

Findings

The AOC and CLJ-CMS Project have identified ten Early Adopter Courts who have committed to being participants in a fall 2024 deployment. In May, the CLJ-CMS Project continued to make excellent progress towards the Early Adopter Go-Live while continuing to resolve defects affecting the two pilot courts that are in production. As we noted last month, it is not unusual for defect fixes following a “go live” event on a large IT project to take some time to be addressed. In this case, with more “go live” events to follow in the future, addressing the defects as quickly as practical is important for the project’s credibility with courts being on-boarded to the new system.

Risks and Issues

**Risk 1:** The speed of resolution of the production support issues from the pilot courts is emerging as a risk to the success of the Early Adopter deployment in the fall of 2024. AOC and Tyler continue to focus on addressing production defects with increased urgency.

**Risk 2:** We continue to recognize risks to the deployment timeline since groupings of courts for deployment after the Early Adopter Courts have yet to be determined. However, with the commitments of the Early Adopter Courts for a fall 2024 deployment, we are now assessing schedule and deployment risks as “Being Addressed.”

## 2.1.2 Schedule: Supervision

| Project Management and Sponsorship |                                 |                      |           |
|------------------------------------|---------------------------------|----------------------|-----------|
| Schedule: Supervision              | Three-Month Rolling Risk Levels |                      |           |
|                                    | May 2024                        | Apr. 2024            | Mar. 2024 |
|                                    | Risk Being Addressed            | Risk Being Addressed | Risk      |

### Findings

*Findings related to the schedule for Case Management are identical to those described above under 2.1.1 Schedule: Case Management.*

### Risks and Issues

**Risk 1:** The speed of resolution of the production support issues from the pilot courts is emerging as a risk to the success of the Early Adopter deployment in the fall of 2024. AOC and Tyler continue to focus on addressing production defects with increased urgency.

**Risk 2:** We continue to recognize risks to the deployment timeline since groupings of courts for deployment after the Early Adopter Courts have yet to be determined. However, with the commitments of the Early Adopter Courts for a fall 2024 deployment, we are now assessing schedule and deployment risks as “Being Addressed.”

## 2.1.3 Schedule: eFiling

| Project Management and Sponsorship |                                 |                      |           |
|------------------------------------|---------------------------------|----------------------|-----------|
| Schedule: eFiling                  | Three-Month Rolling Risk Levels |                      |           |
|                                    | May 2024                        | Apr. 2024            | Mar. 2024 |
|                                    | Risk Being Addressed            | Risk Being Addressed | Risk      |

### Findings

*Findings related to the schedule for eFiling are identical to those described above under 2.1.1 Schedule: Case Management.*

### Risks and Issues

**Risk 1:** The speed of resolution of the production support issues from the pilot courts is emerging as a risk to the success of the Early Adopter deployment in the fall of 2024. AOC and Tyler continue to focus on addressing production defects with increased urgency.

**Risk 2:** We continue to recognize risks to the deployment timeline since groupings of courts for deployment after the Early Adopter Courts have yet to be determined. However, with the commitments

of the Early Adopter Courts for a fall 2024 deployment, we are now assessing schedule and deployment risks as “Being Addressed.”

#### 2.1.4 Scope: Case Management

| Project Management and Sponsorship |                                 |                      |                      |
|------------------------------------|---------------------------------|----------------------|----------------------|
| Scope: Case Management             | Three-Month Rolling Risk Levels |                      |                      |
|                                    | May 2024                        | Apr. 2024            | Mar. 2024            |
|                                    | Risk Being Addressed            | Risk Being Addressed | Risk Being Addressed |

##### Findings

The scope of the CLJ-CMS Project is defined by the deliverables delineated in the SOW in the Tyler contract and the already-planned and approved AOC work to manage and support the project. The scope is further “decomposed” by the detailed requirements that AOC, the Court User Work Group (CUWG), and Tyler continue to validate. Scope is being managed through a Requirements Traceability Matrix (RTM), system vendor contract deliverables, and the Project Change Management process.

The development of an integrations platform is being managed internally by AOC as an infrastructure project, separate and apart from (although related to) the CLJ-CMS Project.

#### 2.1.5 Scope: Supervision

| Project Management and Sponsorship |                                 |                      |                      |
|------------------------------------|---------------------------------|----------------------|----------------------|
| Scope: Supervision                 | Three-Month Rolling Risk Levels |                      |                      |
|                                    | May 2024                        | Apr. 2024            | Mar. 2024            |
|                                    | Risk Being Addressed            | Risk Being Addressed | Risk Being Addressed |

##### Findings

The scope of the Supervision effort is defined in the Tyler SOW and the already-planned and approved AOC work to manage and support the project. A fit-gap analysis was conducted in early January 2021 by AOC, the CUWG, and Tyler to validate requirements and identify any requirements that require custom development by Tyler. Scope is being managed through the RTM, system vendor contract deliverables, and the Project Change Management process.

The development of an integrations platform is being managed internally by AOC as an infrastructure project, separate and apart from (although related to) the CLJ-CMS Project.

In addition, AOC continues to work with Tyler Technologies (Tyler) to assess the viability of implementing Enterprise Supervision (i.e., the probation solution) as a “stand-alone” system to address

the urgent end-of-life issues with the Probatum courts and the withdrawal of Pierce County District Court as a CLJ-CMS pilot. The AOC and Tyler have discussed using a shared tenant model with the CLJ-CMS Project during which implementation will be performed entirely by Tyler for the Probatum Courts and Pierce County District Court because AOC does not have the capacity to do so while keeping the CLJ-CMS Project (as a whole) on track. The AOC and Tyler are continuing to flesh out the details of the plan.

As noted in last month’s report, the potential for a separate statewide implementation of eSupervision has also been raised at CLJ-CMS Steering Committee meetings and requested by an MPA memo dated February 15, 2024. However, this approach was not contemplated by the procurement, the contract, or the project workplan which identifies an integrated statewide system of eFiling, Enterprise Justice, and eSupervision. Additionally, the legislative funding decision packages and appropriations reflect an integrated solution. There is no mention of a standalone system for eSupervision. Discussions regarding a potential separate effort continue between AOC and Tyler.

**2.1.6 Scope: eFiling**

| Project Management and Sponsorship |                                 |                      |                      |
|------------------------------------|---------------------------------|----------------------|----------------------|
| Scope: eFiling                     | Three-Month Rolling Risk Levels |                      |                      |
|                                    | May 2024                        | Apr. 2024            | Mar. 2024            |
|                                    | Risk Being Addressed            | Risk Being Addressed | Risk Being Addressed |

**Findings**

Pilot Courts have posted local rules for eFiling. Meanwhile, DMCJA is championing a statewide rule for mandatory eFiling.

The development of an integrations platform is being managed internally by AOC as an infrastructure project, separate and apart from (although related to) the CLJ-CMS Project. A procurement for a development vendor recently concluded.

## 2.1.7 Project Staffing

| Project Management and Sponsorship |                                 |                      |                      |
|------------------------------------|---------------------------------|----------------------|----------------------|
| Project Staffing                   | Three-Month Rolling Risk Levels |                      |                      |
|                                    | May 2024                        | Apr. 2024            | Mar. 2024            |
|                                    | Risk Being Addressed            | Risk Being Addressed | Risk Being Addressed |

### Findings

AOC has made significant progress in filling vacant positions. Even so, the CLJ-CMS has a vacancy rate of almost 25%. AOC is working diligently to fill the open positions.

## 2.1.8 Governance

| Project Management and Sponsorship |                                 |                      |                      |
|------------------------------------|---------------------------------|----------------------|----------------------|
| Governance                         | Three-Month Rolling Risk Levels |                      |                      |
|                                    | May 2024                        | Apr. 2024            | Mar. 2024            |
|                                    | Risk Being Addressed            | Risk Being Addressed | Risk Being Addressed |

### Findings

The development of an integrations platform is being managed internally by AOC as an infrastructure project, separate and apart from (although related to) the CLJ-CMS Project. A procurement for a development vendor recently concluded.

## 2.1.9 Budget: Funding

| Project Management and Sponsorship |                                 |                    |                    |
|------------------------------------|---------------------------------|--------------------|--------------------|
| Budget: Funding                    | Three-Month Rolling Risk Levels |                    |                    |
|                                    | May 2024                        | Apr. 2024          | Mar. 2024          |
|                                    | No Risk Identified              | No Risk Identified | No Risk Identified |

### Findings

Funding allocated to the project is consistent with the approved plan.

In addition, the approved state biennial budget for 2023 – 2025 continues funding for the CLJ-CMS Project and funds eFiling on an ongoing basis, eliminating the need to charge user fees.

### 2.1.10 Budget: Management of Spending

| Project Management and Sponsorship |                                 |                    |                    |
|------------------------------------|---------------------------------|--------------------|--------------------|
| Budget: Management of Spending     | Three-Month Rolling Risk Levels |                    |                    |
|                                    | May 2024                        | Apr. 2024          | Mar. 2024          |
|                                    | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

The project is being managed within the approved budget.

### 2.1.11 Contracts and Deliverables Management

| Project Management and Sponsorship    |                                 |                    |                    |
|---------------------------------------|---------------------------------|--------------------|--------------------|
| Contracts and Deliverables Management | Three-Month Rolling Risk Levels |                    |                    |
|                                       | May 2024                        | Apr. 2024          | Mar. 2024          |
|                                       | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

The “process” of deliverables management by the AOC contracts staff is appropriate and sufficient. The AOC staff are doing a diligent job of managing the Tyler contract. In addition, the project team is reviewing the contents of deliverables for compliance and quality.

### 2.1.12 PMO Processes

| Project Management and Sponsorship |                                 |                    |                    |
|------------------------------------|---------------------------------|--------------------|--------------------|
| PMO Processes                      | Three-Month Rolling Risk Levels |                    |                    |
|                                    | May 2024                        | Apr. 2024          | Mar. 2024          |
|                                    | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

The project team is establishing processes, consistent with industry “best practices,” to manage and track the project. Project communications occur at regularly-scheduled project team, sponsor, and steering committee meetings.

## 2.2 People

### 2.2.1 Stakeholder Engagement

| People                 |                                 |                    |                    |
|------------------------|---------------------------------|--------------------|--------------------|
| Stakeholder Engagement | Three-Month Rolling Risk Levels |                    |                    |
|                        | May 2024                        | Apr. 2024          | Mar. 2024          |
|                        | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

In parallel with Early Adopter Go-Live efforts and production defects resolution work, the Associate Director of CSD and members of the CLJ Project Team have been conducting demonstrations of the new solution to CLJ courts around the state. The demonstrations have been very well-received by the participating courts.

### 2.2.2 OCM: Case Management

| People               |                                 |                    |                    |
|----------------------|---------------------------------|--------------------|--------------------|
| OCM: Case Management | Three-Month Rolling Risk Levels |                    |                    |
|                      | May 2024                        | Apr. 2024          | Mar. 2024          |
|                      | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

The solution demonstrations noted above under Stakeholder Engagement are important elements of Organizational Change Management (OCM) as they create improved awareness and knowledge of what the new CLJ solution entails. The demonstrations are also contributing to increased eagerness on the part of court stakeholders to implement the new solution in their courts. A number of CLJ courts have taken the time to formally thank the team providing the demonstrations and to express their appreciation for the information shared with the courts. We concur with those “kudos” and add our congratulations for a job well done. The next challenge in this area will be to maintain the enthusiasm that has been generated among the participating courts.

### 2.2.3 OCM: Supervision

| People           |                                 |                    |                    |
|------------------|---------------------------------|--------------------|--------------------|
| OCM: Supervision | Three-Month Rolling Risk Levels |                    |                    |
|                  | May 2024                        | Apr. 2024          | Mar. 2024          |
|                  | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

In solution demonstrations described under OCM: Case Management include demonstrations of Enterprise Supervision.

### 2.2.4 OCM: eFiling

| People       |                                 |                    |                    |
|--------------|---------------------------------|--------------------|--------------------|
| OCM: eFiling | Three-Month Rolling Risk Levels |                    |                    |
|              | May 2024                        | Apr. 2024          | Mar. 2024          |
|              | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

In solution demonstrations described under OCM: Case Management are generating excitement among participating courts to implement the new solution.

### 2.2.5 Communications

| People         |                                 |                    |                    |
|----------------|---------------------------------|--------------------|--------------------|
| Communications | Three-Month Rolling Risk Levels |                    |                    |
|                | May 2024                        | Apr. 2024          | Mar. 2024          |
|                | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

The OCM and Communications Lead for the CLJ-CMS Project, the Associate Director of CSD, and AOC leadership team are doing an admirable and diligent job of reaching out to and engaging with the diverse CLJ stakeholder community.

2.2.6 Court Preparation and Training

| People                         |                                 |                      |                      |
|--------------------------------|---------------------------------|----------------------|----------------------|
| Court Preparation and Training | Three-Month Rolling Risk Levels |                      |                      |
|                                | May 2024                        | Apr. 2024            | Mar. 2024            |
|                                | Risk Being Addressed            | Risk Being Addressed | Risk Being Addressed |

Findings

Some of the concerns voiced by Pierce County District Court before their withdrawal as a “pilot” court were related to the training of system users in the courts and ensuring that the training combines an understanding not only of how to use the new Tyler technology solutions but how to apply those solutions within the context of the court’s business processes. Given these concerns, AOC is working to ensure more effective training for Early Adopters and other courts going forward.

Risks and Issues

Issue: The CLJ Project team has worked to ensure a more effective training approach.

2.3 Solution

2.3.1 Business Process: Case Management

| Solution                          |                                 |                    |                    |
|-----------------------------------|---------------------------------|--------------------|--------------------|
| Business Process: Case Management | Three-Month Rolling Risk Levels |                    |                    |
|                                   | May 2024                        | Apr. 2024          | Mar. 2024          |
|                                   | No Risk Identified              | No Risk Identified | No Risk Identified |

Findings

The business processes for case management are documented. The project is making any changes that are needed as a result of the CUWG’s ongoing review of requirements.

### 2.3.2 Business Process: Supervision

| Solution                      |                                 |                    |                    |
|-------------------------------|---------------------------------|--------------------|--------------------|
| Business Process: Supervision | Three-Month Rolling Risk Levels |                    |                    |
|                               | May 2024                        | Apr. 2024          | Mar. 2024          |
|                               | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

The business processes for supervision are documented. The project is making any changes that are needed as a result of the CUWG's ongoing review of requirements.

### 2.3.3 Business Process: eFiling

| Solution                  |                                 |                    |                    |
|---------------------------|---------------------------------|--------------------|--------------------|
| Business Process: eFiling | Three-Month Rolling Risk Levels |                    |                    |
|                           | May 2024                        | Apr. 2024          | Mar. 2024          |
|                           | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

The business processes for eFiling are minimal and relatively procedural in nature.

### 2.3.4 Requirements, Design, and Configuration: Case Management

| Solution   |                                 |                    |                    |
|--|---------------------------------|--------------------|--------------------|
| Requirements, Design, and Configuration: Case Management | Three-Month Rolling Risk Levels |                    |                    |
|  | May 2024                        | Apr. 2024          | Mar. 2024          |
|  | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

At this time, the project is making any changes that are needed as a result of the CUWG's ongoing review of requirements.

### 2.3.5 Requirements, Design, and Configuration: Supervision

| Solution   |                                 |                    |                    |
|--|---------------------------------|--------------------|--------------------|
| Requirements, Design, and Configuration: Supervision | Three-Month Rolling Risk Levels |                    |                    |
|  | May 2024                        | Apr. 2024          | Mar. 2024          |
|  | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

Supervision requirements are included in the requirements reviews being conducted over time by the CUWG.

At the present time, configuration changes to Enterprise Supervision must be made by Tyler. The Enterprise Supervision solution is “in the ‘cloud,’” unlike Enterprise Justice which is hosted at and configurable by AOC. We are not identifying a risk with this arrangement at this time, but we are raising awareness of the potential for a “bottleneck” as the CLJ-CMS solution moves into production. We continue to encourage AOC and Tyler to work to ensure the process is streamlined and that there is no “single-point-of-failure” for what will be ongoing Enterprise Supervision configuration needs.

### 2.3.6 Requirements, Design, and Configuration: eFiling

| Solution   |                                 |                    |                    |
|--|---------------------------------|--------------------|--------------------|
| Requirements, Design, and Configuration: eFiling | Three-Month Rolling Risk Levels |                    |                    |
|  | May 2024                        | Apr. 2024          | Mar. 2024          |
|  | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

Requirements for eFiling are minimal and relatively procedural in nature.

### 2.3.7 Integrations: Case Management

| Solution                      |                                 |                      |                      |
|-------------------------------|---------------------------------|----------------------|----------------------|
| Integrations: Case Management | Three-Month Rolling Risk Levels |                      |                      |
|                               | May 2024                        | Apr. 2024            | Mar. 2024            |
|                               | Risk Being Addressed            | Risk Being Addressed | Risk Being Addressed |

#### Findings

A solution for the Washington State Patrol (WSP) “Law Tables” was implemented for the Tacoma Municipal Court go-live.

The development of an integrations platform is being managed internally by AOC as an infrastructure project, separate and apart from (although related to) the CLJ-CMS Project. A procurement for a development vendor recently concluded.

### 2.3.8 Integrations: eFiling

| Solution              |                                 |                    |                    |
|-----------------------|---------------------------------|--------------------|--------------------|
| Integrations: eFiling | Three-Month Rolling Risk Levels |                    |                    |
|                       | May 2024                        | Apr. 2024          | Mar. 2024          |
|                       | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

Tyler certified the single integration required for eFiling in September 2021. The project leveraged the work already done as well as the completed certification for the Tacoma Municipal Court and Fircrest-Ruston deployments and will continue to do so moving forward.

### 2.3.9 Reports: Case Management

| Solution                 |                                 |                    |                    |
|--------------------------|---------------------------------|--------------------|--------------------|
| Reports: Case Management | Three-Month Rolling Risk Levels |                    |                    |
|                          | May 2024                        | Apr. 2024          | Mar. 2024          |
|                          | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

Case management reports are defined in the CLJ-CMS requirements.

### 2.3.10 Reports: Supervision

| Solution             |                                 |                    |                    |
|----------------------|---------------------------------|--------------------|--------------------|
| Reports: Supervision | Three-Month Rolling Risk Levels |                    |                    |
|                      | May 2024                        | Apr. 2024          | Mar. 2024          |
|                      | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

Supervision reports are defined in the CLJ-CMS requirements.

### 2.3.11 Testing: Case Management

| Solution                 |                                 |                    |                    |
|--------------------------|---------------------------------|--------------------|--------------------|
| Testing: Case Management | Three-Month Rolling Risk Levels |                    |                    |
|                          | May 2024                        | Apr. 2024          | Mar. 2024          |
|                          | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

Testing is ongoing as defects are resolved. At this time, no significant obstacles to completing the needed testing have been identified, and results from testing are good.

### 2.3.12 Testing: Supervision

| Solution             |                                 |                    |                    |
|----------------------|---------------------------------|--------------------|--------------------|
| Testing: Supervision | Three-Month Rolling Risk Levels |                    |                    |
|                      | May 2024                        | Apr. 2024          | Mar. 2024          |
|                      | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

Testing is ongoing as defects are resolved. At this time, no significant obstacles to completing the needed testing have been identified, and results from testing are good.

### 2.3.13 Testing: eFiling

| Solution         |                                 |                    |                    |
|------------------|---------------------------------|--------------------|--------------------|
| Testing: eFiling | Three-Month Rolling Risk Levels |                    |                    |
|                  | May 2024                        | Apr. 2024          | Mar. 2024          |
|                  | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

With eFiling now being rolled out in tandem with Case Management and Supervision, the necessary testing for eFiling is now part of the ongoing testing effort in preparation for court “go-live” implementations.

### 2.3.14 Deployment: Case Management

| Solution                    |                                 |                      |           |
|-----------------------------|---------------------------------|----------------------|-----------|
| Deployment: Case Management | Three-Month Rolling Risk Levels |                      |           |
|                             | May 2024                        | Apr. 2024            | Mar. 2024 |
|                             | Risk Being Addressed            | Risk Being Addressed | Risk      |

#### Findings

With the commitments of the Early Adopter Courts for a fall 2024 deployment, we are now assessing schedule and deployment risks as “Being Addressed.”

#### Risks and Issues

We continue to recognize risks to the overall deployment timeline since groupings of courts for deployment after the Early Adopter Courts have yet to be determined. At this time, we assess the risks as “Being Addressed.”

### 2.3.15 Deployment: Supervision

| Solution                |                                 |                      |           |
|-------------------------|---------------------------------|----------------------|-----------|
| Deployment: Supervision | Three-Month Rolling Risk Levels |                      |           |
|                         | May 2024                        | Apr. 2024            | Mar. 2024 |
|                         | Risk Being Addressed            | Risk Being Addressed | Risk      |

#### Findings

*Findings related to the deployment for Supervision are identical to those described above under 2.3.14 Deployment: Case Management.*

#### Risks and Issues

We continue to recognize risks to the overall deployment timeline since groupings of courts for deployment after the Early Adopter Courts have yet to be determined. At this time, we assess the risks as “Being Addressed.”

### 2.3.16 Deployment: eFiling

| Solution            |                                 |                      |           |
|---------------------|---------------------------------|----------------------|-----------|
| Deployment: eFiling | Three-Month Rolling Risk Levels |                      |           |
|                     | May 2024                        | Apr. 2024            | Mar. 2024 |
|                     | Risk Being Addressed            | Risk Being Addressed | Risk      |

#### Findings

*Findings related to the deployment for eFiling are identical to those described above under 2.3.14 Deployment: Case Management.*

#### Risks and Issues

We continue to recognize risks to the overall deployment timeline since groupings of courts for deployment after the Early Adopter Courts have yet to be determined. At this time, we assess the risks as “Being Addressed.”

## 2.4 Data

### 2.4.1 Data Preparation: Case Management

| Data                              |                                 |                    |                    |
|-----------------------------------|---------------------------------|--------------------|--------------------|
| Data Preparation: Case Management | Three-Month Rolling Risk Levels |                    |                    |
|                                   | May 2024                        | Apr. 2024          | Mar. 2024          |
|                                   | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

The project is focusing on data conversion on a court-by-court basis as each court goes live.

### 2.4.2 Data Conversion: Case Management

| Data                             |                                 |                    |                    |
|----------------------------------|---------------------------------|--------------------|--------------------|
| Data Conversion: Case Management | Three-Month Rolling Risk Levels |                    |                    |
|                                  | May 2024                        | Apr. 2024          | Mar. 2024          |
|                                  | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

Data conversion for Tacoma Municipal Court and Fircrest-Ruston was successfully accomplished during the week prior to each of their respective “go-live” events.

### 2.4.3 Data Conversion: Supervision

| Data                         |                                 |                    |                    |
|------------------------------|---------------------------------|--------------------|--------------------|
| Data Conversion: Supervision | Three-Month Rolling Risk Levels |                    |                    |
|                              | May 2024                        | Apr. 2024          | Mar. 2024          |
|                              | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

Thirteen courts are currently on the CaseLoad Pro probation system, 39 courts have “homegrown” solutions, and some number of courts are on Tyler’s supervision solution already. The data conversion plan for supervision is to **not** convert data from non-Tyler solutions. For the courts using Tyler’s supervision solution currently, their data is already housed at Tyler and will be transferred to the new CLJ-CMS supervision solution.

## 2.4.4 Data Security

| Data          |                                 |                    |                    |
|---------------|---------------------------------|--------------------|--------------------|
| Data Security | Three-Month Rolling Risk Levels |                    |                    |
|               | May 2024                        | Apr. 2024          | Mar. 2024          |
|               | No Risk Identified              | No Risk Identified | No Risk Identified |

### Findings

The CLJ-CMS Project Technical Lead is meeting with AOC security staff on a monthly basis and validating the CLJ-CMS solution's security.

## 2.5 Infrastructure

### 2.5.1 Infrastructure for Remote Work

| Infrastructure                 |                                 |                    |                    |
|--------------------------------|---------------------------------|--------------------|--------------------|
| Infrastructure for Remote Work | Three-Month Rolling Risk Levels |                    |                    |
|                                | May 2024                        | Apr. 2024          | Mar. 2024          |
|                                | No Risk Identified              | No Risk Identified | No Risk Identified |

### Findings

The CLJ-CMS Project has adapted well to the remote work environment that was first implemented in response to the COVID-19 pandemic. While there are intermittent issues with bandwidth to/from certain geographic areas, the team has managed to move forward with project activities.

### 2.5.2 Statewide Infrastructure

| Infrastructure           |                                 |                    |                    |
|--------------------------|---------------------------------|--------------------|--------------------|
| Statewide Infrastructure | Three-Month Rolling Risk Levels |                    |                    |
|                          | May 2024                        | Apr. 2024          | Mar. 2024          |
|                          | No Risk Identified              | No Risk Identified | No Risk Identified |

### Findings

Because eFiling and Supervision will be delivered via a "Software-as-a-Service" (SaaS) approach, those applications will be accessible through an internet browser, requiring little technical infrastructure. The Case Management solution will require personal computers (desktops and laptops)

and networking bandwidth adequate to support the application. At this time, no significant risks have been identified.

### 2.5.3 Local Infrastructure

| Infrastructure       |                                 |                    |                    |
|----------------------|---------------------------------|--------------------|--------------------|
| Local Infrastructure | Three-Month Rolling Risk Levels |                    |                    |
|                      | May 2024                        | Apr. 2024          | Mar. 2024          |
|                      | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

As noted above, the case management solution will require personal computers (desktops and laptops) and networking bandwidth adequate to support the application. Pilot Courts have been provided with a Technical Readiness checklist to help ensure, among other things, that all local technical infrastructure is in place.

### 2.5.4 Security Functionality

| Infrastructure         |                                 |                    |                    |
|------------------------|---------------------------------|--------------------|--------------------|
| Security Functionality | Three-Month Rolling Risk Levels |                    |                    |
|                        | May 2024                        | Apr. 2024          | Mar. 2024          |
|                        | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

There are no identified risks with security functionality.

### 2.5.5 Access

| Infrastructure |                                 |                    |                    |
|----------------|---------------------------------|--------------------|--------------------|
| Access         | Three-Month Rolling Risk Levels |                    |                    |
|                | May 2024                        | Apr. 2024          | Mar. 2024          |
|                | No Risk Identified              | No Risk Identified | No Risk Identified |

#### Findings

eFiling and Supervision access will be via browser. A “local application” will be required for access to the case management solution.



## 2.5.6 Environments

| Infrastructure |                                 |                    |                    |
|----------------|---------------------------------|--------------------|--------------------|
| Environments   | Three-Month Rolling Risk Levels |                    |                    |
|                | May 2024                        | Apr. 2024          | Mar. 2024          |
|                | No Risk Identified              | No Risk Identified | No Risk Identified |

### Findings

The issue of lack of back-ups for various environments (e.g., test, training, development, and production) raised in October 2023 has been addressed.

In May, additional environments were approved by AOC's Information Services Division (ISD) for development and testing. The addition of more environments should help (1) facilitate pre-production configuration and testing and (2) reduce risks of accidentally corrupting existing environments.

## 2.5.7 Post-Implementation Support

| Infrastructure              |                                 |                    |                    |
|-----------------------------|---------------------------------|--------------------|--------------------|
| Post-Implementation Support | Three-Month Rolling Risk Levels |                    |                    |
|                             | May 2024                        | Apr. 2024          | Mar. 2024          |
|                             | No Risk Identified              | No Risk Identified | No Risk Identified |

### Findings

Based on "Lessons Learned" from the Superior Court–Case Management System (SC-CMS) Project, the CLJ-CMS Project is ensuring Business Analysts' participation during Post-Implementation (or "Production") Support.

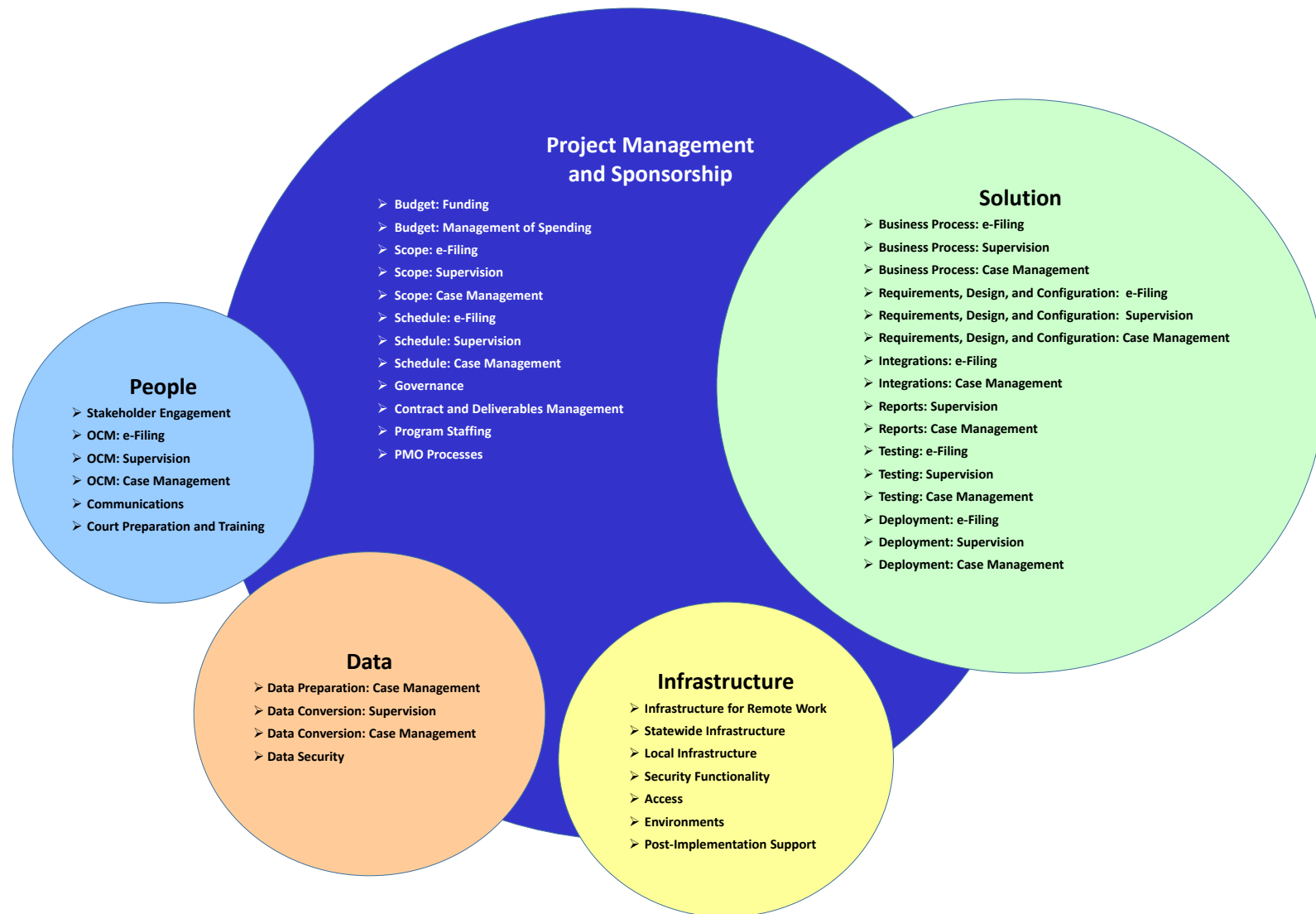


## **Appendix: Overview of *bluecrane* Risk Assessment Approach**

To determine the areas of highest priority risks for leadership, as well as to identify risks that should be addressed at lower levels of the project, we have focused on over 40 areas of assessment as depicted in Figure 1. We have grouped the areas into our familiar categories of:

- **Project Management and Sponsorship**
- **People**
- **Solution**
- **Data**
- **Infrastructure**

In keeping with our dislike of “cookie cutter” approaches, we tailored the specific areas of assessment for relevance and importance to CLJ-CMS *at this stage of its program lifecycle*. Some of the areas noted in the diagram have been assessed at a relatively detailed level, while others are so early in their lifecycle that a more thorough assessment will come later.



**Figure 1. Areas of CLJ-CMS Project Assessed for Risks**



Our risk ratings are summarized in Table 2 below.

**Table 2. *bluecrane*'s Risk Assessment Categorization**

| <b>Assessed Risk Status</b>        | <b>Meaning</b>   |
|------------------------------------|--|
| <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   |



**Board for Judicial Administration (BJA) Meeting**  
**Friday, March 15, 2024, 9:00. – 12:00 p.m.**  
Videoconference

**MEETING MINUTES**

**BJA Members Present:**

Chief Justice Steven González, Chair  
Judge Alicia Burton, Chair  
Judge Tam Bui  
Judge Sam Chung  
Judge Kristin Ferrera  
Judge Marilyn Haan  
Judge John Hart  
Judge Mary Logan  
Judge David Mann  
Raquel Montoya-Lewis  
Judge Rebecca Robertson  
Judge Michael Scott  
Judge Karl Williams

**Guests Present:**

Jim Bamberger  
TJ Bohl  
Melissa Beaton  
Elena Becker  
Ashley Callan  
Judge George Fearing  
Isaac Jarret  
Kristin Jensen  
Judge Carolyn Jewett

LaTricia Kinlow  
Judge Annette Plese  
Sara Robbins

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

Scott Ahlf  
Kelley Amburgey-Richardson  
Jeanne Englert  
Heidi Green  
Scott Hillstrom  
Kyle Landry  
Penny Larsen  
Joslyn Nelson  
Stephanie Oyler  
Chris Stanley  
Caroline Tawes  
Evan Walker

Call to Order and Welcome

Judge Burton called the meeting to order at 9:02 a.m. and welcomed the participants.

Biennium Budget Process and 2024 Legislative Budget Update

Christopher Stanley thanked everyone who advocated for the Judicial Branch budget to the Legislature. The Judicial Branch received the funding that was requested; some funding was from the Judicial Stabilization Trust Account (JSTA).

Christopher Stanley presented the 2025–27 biennium budget outlook and forecast. The Legislature may have to work with a deficit of around \$2.6 billion. He recommended aiming for a Judicial Branch budget request of \$40–50 million for policy items. This figure does not include maintenance requests.

Christopher Stanley reviewed the decision package cover sheet guide. He walked through the section of the decision package, including the introduction, summary, and collaboration

sections. Budget submissions must be affiliated with a BJA, member. A goal of the new budget submission process is to encourage better communication across the system for this budget. The budget submission must include one of BJA's core budget topic areas: support trial courts; improve access to justice; and maintain critical IT infrastructure.

The decision package will be due to AOC June 28, 2024. Chief Justice González will send an official letter in the next week or two regarding decision package submission. The BJA will make budget recommendations at the September 13, 2024 BJA meeting, and the budget requests will be submitted to the Legislature on October 14 or 21, 2024. Three new questions on diversity and inclusion have been added to the decision package template. Christopher Stanley is available for assistance on the decision packages.

Judge Logan said it was important for the Legislature to know and trust that the judicial branch is speaking with one voice.

**It was moved by Chief Justice Gonzalez and seconded by Judge Logan to approve the new biennium budget process. The motion carried unanimously.**

Presentation: Courts of the Future

AOC was allocated \$5 million for audio visual upgrades in the FY23 supplemental budget, and some of that funding was allocated to the Courtroom of the Future Program. Judge Please and Ashley Callan from Spokane Superior Court, and Kristin Jensen and Isaac Jarrett from Thurston County Superior Court reviewed updates in their courtrooms using the funding they received.

Spokane Superior Court is in an old building, and upgrades required quite a bit of new technology and wiring. Judge Please reviewed the courtroom infrastructure prior to the upgrade. Improvements include a large screen behind the witness stand with a monitor for the witness and cameras throughout the courtroom. The jury box is not shown on camera. Those participating in proceedings by Zoom are able to see the entire courtroom. Evidence may be shared with the judge electronically from the counsels' tables, and laptops at the counsel tables may be plugged into the court system. Sound quality has also improved. It was a challenge for the court staff to learn the system, but they all liked it once they learned how to use it.

Kristin Jensen from Thurston County Superior Court thanked the BJA for inviting her. Upgrades to an old building have been challenging. Isaac Jarrett with Thurston Superior Court reviewed the courtroom upgrades at that court.

Thurston County Superior Court first identified its goals and how they should use the funds. They addressed connectivity, sound reinforcement, and the ability to share evidence during trials so counsel would be prepared in whatever courtroom they were assigned. The goal was to create a baseline for all courtrooms where either digital or paper evidence would work.

Isaac Jarrett reviewed the cameras added to each room, the sound reinforcement system, and monitors. All the technology connects to the computer at clerk's station, and the clerk starts the remote meetings at that station.

The presenters were asked how they addressed disability challenges. Old courthouses were not built with accessibility in mind, and that has been a challenge. Spokane Superior Court has lapel microphones for interpreters, and the participant requiring an interpreter has a headset. Thurston County Superior court has handheld receivers for earbuds so participants can boost

the audio if someone has hearing issues. The Washington Supreme Court Disability Justice Task Force (DJTF) is working on an accessibility study.

These courts may be used as a model for other courts to see what upgrades are possible and may also be used for future funding justification. Kristin Jensen will be happy to coordinate visits from those who want to see the upgrades in person.

The Remote Proceedings Workgroup would like to include this information in their upcoming survey and discussed having a technology roundtable at their next meeting. Penny Larsen would like to invite today's presenters.

Chief Justice González thanked the presenters.

#### Courts of the Future: Large Group Discussion

Chief Justice González hopes to identify and promote innovative court programs. He asked the participants what they want to adopt in the courtrooms and what plans they have in the next two or three years.

Participants were asked to discuss two questions:

- What is one thing your court has or wants to implement in the near future?
- How else can courts be responsive to changing needs and issues?
  - The Court of Appeals Division I courtroom lacks ADA access and security. They are currently in the process of making it more accessible, are adding security, and improving audio visual capability for all proceedings.
  - King County has good technology, and is working on x-ray machines.
  - Judge Robertson expressed concern on how to get interpreters to appear in person for court. This is an ongoing problem and more than just a pay issue. Interpreters have no incentive to appear in person when they can book jobs remotely. There was a discussion on how to ensure adequate pay and benefits for interpreters and the need to recruit people into the interpreter profession. Chief Justice González will consult with the Interpreter Commission.
  - Tukwila built a new justice center with a focus on the court customer perspective. The building is accessible, and IT people were involved in the early planning. The courtroom is fully equipped, and court proceedings can be fully remote, hybrid, or in person. Staff can work remotely. They use technology to assist with interpreters, using a robot that goes from courtroom to courtroom. They also produce videos to provide customers with court information. There are a lot of opportunities for courts; the hardest thing is the court business is so traditional that advancement and changes are difficult. Courts will be serving a technically-savvy group of customers with different social skills, and courts need to make justice accessible and inclusive. Before moving to a new facility, Tukwila gave tours to residents to obtain feedback, and also received feedback from colleagues. All feedback was considered in designing the new facility.
  - We need to assess what the issues are. Audio and microphone systems need to be upgraded; Zoom participants have trouble hearing. The accessibility needs to be assessed.

- Interpreters are a significant problem. There needs to be improvement in ADA accessibility. The systems for evidence and how it is processed and viewed is important.

Jeanne Englert invited participants to let her know if there are issues on this subject that they would like discussed or shared at BJA.

#### BJA Task Forces and Workgroups

##### Alternatives to Incarceration Task Force

The Task Force will meet on March 27 and discuss funding recommendations from the workgroups. The funding request guide will assist their discussions. On March 18, the Task Force will be working on ideas on how and what to present to judges regarding alternatives. They are starting work on concept papers and focus on the budget. There will be a presentation at the June BJA meeting. Materials were included in the meeting packet.

##### Remote Proceedings Workgroup

The Workgroup will issue a survey soon that will include questions about technology needs. Penny Larsen posted a link to an article in the Washington State Bar Association *Bar News* (<https://wabarnews.org/2024/03/07/rules-of-the-remote/>). There have been a few comments on the Workgroup's proposed rules. More information will be presented at the May BJA meeting.

##### Electronic Monitoring and Victim Notification Technology (EMVNT) Work Group

The Workgroup is finalizing best practices for training protocols, and training modules. They plan to have a presentation at the May BJA meeting. Materials were included in the meeting packet.

#### Standing Committee Reports

##### Budget and Funding Committee

There was no further report.

##### Court Education Committee (CEC)

The last CEC meeting was March 13 where they discussed allocation requests. The Executive Committee is editing the policy document and will send a draft to the CEC. It will be reviewed next month and discussed at the April 12 meeting. Materials were included in the meeting packet.

##### Legislative Committee (LC)

Materials were included in the meeting packet.

##### Policy and Action Committee (PAC)

Updates on the Anti-Harassment Project were included in the materials. Judge Jewett will discuss three recommendations in response to their survey, including training. The PAC is also discussing an equity assessment tool. They plan to have a presentation at the next BJA meeting.

##### Interbranch Advisory Committee

The next Interbranch Advisory Committee meeting will be April 19 from 10:00 a.m. to 1:00 p.m. at the Kitsap County Administration Building. The meeting will be live-streamed on TVW.

#### Information Sharing

Chief Justice González: The American Bar Association and the Rand Corporation developed caseload standards for public defense attorneys. The recommendations were referred to the Washington State Bar Association (WSBA) Board to review. The Board voted to adopt the recommendations, and the Supreme Court will now review the recommendations. Some recommendations will require a change in court rules. There may be significant changes statewide with funding requirements.

The Bar Licensure Task Force, led by Justice Montoya-Lewis, made recommendations about future admissions to the Bar and a joint request from the three state law school deans asking to change the cut score until the NextGen test is adopted in July 2026. If the recommendations from the Licensure Task Force are adopted, it will create two pathways to licensure in Washington State. The WSBA will be asked to staff those efforts and make recommendations to the Task Force. The NextGen Bar Exam will be used beginning in the summer of 2026. It is reputed to be a better exam and will reduce disproportionality. There was another motion to address cut score recommendations. That was not adopted but the Task Force did adopt the 266 score which was used during pandemic, and that score will be made retroactive. The cut score for the next iterations of the bar exam will be 266. The NextGen test does not have scoring protocol yet.

Regarding the lack of attorneys in some parts of the state, the law school deans are planning to consider approaches including recruiting from diverse populations, increasing recruitment, and instituting loan forgiveness programs for some kinds of practice. The Office of Public Defense is funding a program that created a recruiting program.

Judge Chung: The Superior Court Judges' Association (SCJA) Spring Conference will be April 28–May 1 in Yakima. A registration e-mail will be sent today. There will be a session on work-life balance, and there will be a relaxed gathering on Monday evening. Judge Chung will be stepping down as SCJA President and Judge Ferrera will be the new president.

Judge Logan: Gonzaga University School of Law held a convening of judges to discuss curriculum changes designed to increase enrollment by making sure students are prepared for next steps and there is more applied skill learning. Cities and counties are sensitive to attorney wage issues and are considering steps to even out pay. Judges are also taking steps to help.

Judge Robertson: King County District Court is planning an April retreat on racial and cultural bias. There will be many speakers, including National Center for State Courts (NCSC) president Mary McQueen. NCSC may be available at no cost to help courts.

As part of the BJA court wellness goal, Kyle Landry is working on two BJA-funded trainings. The first is a statewide de-escalation training from Aperture EQ. Kyle Landry is also in the initial stages of working with the University of Washington School of Law on a seminar on First Amendment Auditors.

### Motions

**It was moved by Chief Justice Gonzalez and seconded by Judge Scott to approve the February 16, 2024, meeting minutes. The motion carried unanimously with one abstention.**

Adjourn

The meeting was adjourned at 10:51 am.

**Recap of Motions from the March 15, 2024 Meeting**

| <b>Motion Summary</b>                          | <b>Status</b> |
|--|---------------|
| Approve the new biennium budget process.       | passed        |
| Approve the February 16, 2024 meeting minutes. | passed        |

**Action Items from the February 16, 2024 Meeting**

| <b>Action Item</b>  | <b>Status</b> |
|---|---------------|
| The Alternatives to Incarceration Task Force will have a presentation at the June BJA meeting.  |               |
| The Remote Proceedings Workgroup will present at the May BJA meeting.   |               |
| The Electronic Monitoring and Victim Notification Technology Work Group will have a presentation at the May BJA meeting.  |               |
| The Court Education Committee policy document will be discussed at the April 12 meeting.  |               |
| The Policy and Action Committee will have a presentation at the next BJA meeting.   |               |
| <u>February 16, 2024 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<br>done  |

# IT Governance Status

May 2024 Report

# Summary of Changes

|                       |  |
|-----------------------|--|
| <b>New Requests:</b>  | None   |
| <b>Endorsements:</b>  | 1377 - Add a 'convictions only' tab in JABS<br>1380 - Integration of the Moli Interpreter Scheduling System with Enterprise Justice              |
| <b>Analyzed:</b>      | None   |
| <b>CLUG Decision:</b> | None   |
| <b>Authorized:</b>    | 1375- Upgrade to .NET Core and add Azure Services to JIS-Link Web Application<br>1379- MANDATE: Learning Management System Migration to SumTotal |
| <b>In Progress:</b>   | 1345- Integration of OCourt Platform into the new CLJ-CMS<br>1350- IT Modelling System   |
| <b>Completed:</b>     | 1356 - Rebuild the Appellate Inmate E-Filing Application   |
| <b>Closed:</b>        | None   |

# JISC ITG Priorities

| JISC Priorities |      |  |             |                 |
|-----------------|------|--|-------------|-----------------|
| Priority        | ITG# | Request Name   | Status      | Requesting CLUG |
| 1               | 102  | Courts of Limited Jurisdiction Case Management System        | In Progress | CLJ             |
| 2               | 1355 | Replace Appellate Court Case Management and E-Filing Systems | In Progress | Appellate       |
| 3               | 27   | Seattle Municipal Court CMS to EDR Data Exchange             | In Progress | CLJ             |
| 4               | 1340 | Enterprise Integration Platform and External API             | In Progress | Non-JIS         |
| 5               | 1308 | Integrated eFiling for Odyssey DMS Superior Courts           | In Progress | Non-JIS         |
| 6               | 1357 | Guardianship Monitoring and Tracking System                  | Authorized  | Superior        |

Authorized
  In Progress
  Completed
  Withdrawn or Closed

# ITG Priorities by CLUG

| Priority                            | ITG # | Request Name  | Status      | Authority     | Importance |
|-------------------------------------|-------|---|-------------|---------------|------------|
| Superior CLUG                       |       |   |             |               |            |
| 1                                   | 248   | Washington State Juvenile Court Assessment (JCAT)                               | In Progress | Administrator | High       |
| 2                                   | 270   | Allow MH-JDAT data to be accessed through BIT from the Data Warehouse           | Authorized  | CIO           | High       |
| 3                                   | 284   | Criminal cases w/HNO & DVP case types allow DV Y/N                              | In-Progress | CIO           | Medium     |
| 4                                   | 1373  | Replacement for Juvenile Corrections System (JCS)                               | Recommended | JISC          | High       |
| 5                                   | 269   | Installation of Clerks Edition for Franklin County Superior Court Clerks Office | Authorized  | CIO           | Low        |
| 6                                   | 1357  | Guardianship Monitoring and Tracking System                                     | Authorized  | JISC          | Medium     |
| Courts of Limited Jurisdiction CLUG |       |   |             |               |            |
| 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       |
| 3                                   | 1345  | Integration of OCourt Platform into CLJ-CMS                                     | In Progress | CIO           | High       |
| 4                                   | 265   | Kitsap District Court CMS to EDR Data Exchange                                  | In-Progress | Administrator | High       |
| 5                                   | 256   | Spokane Municipal Court CMS to EDR Data Exchange                                | Authorized  | Administrator | High       |

Authorized
  In Progress
  Completed
  Withdrawn or Closed

# ITG Priorities by CLUG

| Priority               | ITG # | Request Name   | Status      | Approving Authority | Importance |
|------------------------|-------|--|-------------|---------------------|------------|
| Appellate CLUG         |       |  |             |                     |            |
| 1                      | 1355  | Replace Appellate Court Case Management and E-Filing Systems | In Progress | JISC                | High       |
| 2                      | 1313  | Supreme Court Opinion Routing/Tracking System                | In Progress | CIO                 | High       |
| 3                      | 1324  | Appellate Court Records Retention                            | On Hold     | CIO                 | High       |
| 4                      | 1356  | Rebuild the Appellate Inmate E-Filing Application            | Completed   | Administrator       | High       |
| 5                      | 1353  | Build New Supreme Court Case Document Web Page               | On Hold     | CIO                 | Medium     |
| Multi-Court Level CLUG |       |  |             |                     |            |
| 1                      | 1372  | Exhibit Management Software                                  | Recommended | JISC                | High       |
| 2                      | 1326  | Online Interpreter Scheduling                                | In Progress | Administrator       | Medium     |

Authorized
  In Progress
  Completed
  Withdrawn or Closed

# ITG Priorities by CLUG

| Priority  | ITG # | Request Name  | Status      | Approving Authority | Importance  |
|---|-------|---|-------------|---------------------|-------------|
| <b>Non-JIS CLUG (ISD Maintenance Work &amp; Legislative Mandates)</b> |       |   |             |                     |             |
| 1   | 1369  | Juvenile Records to DOL Exchange  | Authorized  | CIO                 | Mandate     |
| 2   | 1340  | Enterprise Integration Platform and External API                        | In Progress | JISC                | Maintenance |
| 3   | 1348  | Blake Certification System  | In Progress | Administrator       | Proviso     |
| 4   | 1374  | Implement Hope Card Program   | In Progress | CIO                 | Proviso     |
| 5   | 1352  | Upgrade SC-CMS to Enterprise Justice 2023                               | In Progress | Administrator       | Maintenance |
| 6   | 286   | Statewide Reporting   | In Progress | Administrator       | Maintenance |
| 7   | 276   | Parking Tickets issued in SECTOR - Interim esolution                    | In Progress | Administrator       | Maintenance |
| 8   | 1361  | Migrate to Office 365   | In Progress | Administrator       | Maintenance |
| 9   | 1332  | JCS Platform Migration  | On Hold     | CIO                 | Maintenance |
| 10  | 1346  | Create Application Configuration Vault                                  | In Progress | CIO                 | Maintenance |
| 11  | 1362  | Upgrade BIT   | In Progress | Administrator       | Maintenance |
| 12  | 1308  | Integrated eFiling for Odyssey DMS Superior Courts                      | In Progress | JISC                | Proviso     |
| 13  | 1366  | Ability to Remove All Non-Required Parties From a Case                  | In Progress | CIO                 | Maintenance |
| 14  | 1375  | Upgrade to .NET Core and add Azure Services to JIS-Link Web Application | Authorized  | CIO                 | Maintenance |
| 15  | 1296* | Superior Court Text Messaging and E-mail Notifications                  | On Hold     | CIO                 | Maintenance |
| 16  | 275   | Odyssey to EDR  | Authorized  | CIO                 | Maintenance |
| 17  | 1331  | Judicial Contract Tracking System                                       | In Progress | CIO                 | Maintenance |
| 18  | 1320  | Public Case Search Modernization  | On Hold     | CIO                 | Maintenance |
| 19  | 1297  | Self-represented Litigants Access                                       | Recommended | Administrator       | New Program |
| 20  | 1350  | Embarcadero IT Modeling System Replacement                              | In Progress | CIO                 | Maintenance |
| 21  | 1368  | AOC Enterprise Azure DevOps Onboarding                                  | In Progress | CIO                 | Maintenance |
| 22  | 1379  | MANDATE: Learning Management System Migration to SumTotal               | Authorized  | CIO                 | Mandate     |

# ITG Request Progress

\*\* On Hold

| Awaiting Endorsement | Awaiting Analysis   | Awaiting Endorsement Confirmation | Awaiting CLUG Recommendation | Awaiting Authorization  | Awaiting Scheduling   |
|----------------------|---|-----------------------------------|------------------------------|---|---|
|                      | <p><b>1321**</b> - Send JCAT data to the Data Warehouse to Facilitate Reporting</p> <p><b>1370-</b> Retire Assessments.com (Vant4ge) Servers</p> <p><b>1377</b> - Add a 'convictions only' tab in JABS</p> <p><b>1380</b> - Integration of the Moli Interpreter Scheduling System with Enterprise Justice</p> |                                   |                              | <p><b>1297</b> - Self-Represented Litigants (SRL) Access to SC &amp; CLJ Courts</p> <p><b>1372</b> - Exhibit Management Software</p> <p><b>1373</b> – Replace Juvenile and Corrections System (JCS)</p> | <p><b>256**</b> - Spokane Municipal Court CMS to EDR Data Exchange</p> <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> <p><b>275**</b> - Odyssey to EDR Modernization</p> <p><b>1320**</b> - Public Case Search</p> <p><b>1324**</b> - Appellate Court Electronic Record Retention Applications</p> <p><b>1332**</b>-JCS Platform Migration</p> <p><b>1353**</b> - Build New Supreme Court Web Page</p> <p><b>1357</b> – Guardianship Monitoring and Tracking</p> <p><b>1369-</b> Juvenile Records to DOL Exchange</p> <p><b>1375-</b> Upgrade to .NET Core and add Azure Services to JIS-Link Web Application</p> <p><b>1379-</b> Learning Management System Migration to SumTotal</p> |