



WASHINGTON
COURTS

Judicial Information System Committee (JISC)

Friday, October 25, 2024 (10:00 a.m. – 12:05 p.m.)

Register in advance for this meeting:

[October 25th JISC Meeting Registration Link](#)

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

AGENDA

1.	Call to Order a. Welcome & Introductions b. Approval of Minutes	Justice Barbara Madsen, Chair	10:00 – 10:10	Tab 1
2.	JIS Budget Update a. 23-25 Budget Update b. 25-27 Budget IT Decision Packages Update	Mr. Chris Stanley, MSD Director	10:15 – 10:30	
3.	Proposed JISC Rules Revisions – Part 3 (of 4) a. Review Proposed Revisions for: <ul style="list-style-type: none">• JISCR 5 – Standard Data Elements• JISCR 12 – Dissemination of Court Information• JISCR 15 – Data Dissemination of Computer-Based Court Information b. Decision Point: Approval of Changes as Discussed	Mr. Kevin Ammons, ISD Associate Director	10:30 – 11:00	Tab 2
4.	Person Business Rules Committee Update – Contract Analysis and Strategy Work	Mr. Dexter Mejia, CSD Associate Director	11:00 – 11:20	Tab 3
5.	JIS Priority Project #1 (ITG 102): Courts of Limited Jurisdiction Case Management System (CLJ-CMS) a. Project Update b. QA Assessment Report	Mr. Garret Tanner, Project Manager Mr. Allen Mills, Bluecrane	11:20 – 11:40	Tab 4
6.	Kitsap District Court Integration to EDR Go-Live	Ms. Vonnice Diseth, ISD Director	11:40 – 11:45	
7.	Update on Juvenile Court Projects a. Juvenile Court Assessment Tool (ITG 248) b. JCS Platform Migration (ITG 1332) c. Juvenile Records to DOL Exchange (ITG 1369) d. Replace JCS (ITG 1373)	Ms. Uma Nalluri-Marsh, IT Supervisor, Superior & Juvenile Court Development unit	11:45 – 11:55	Tab 5

8.	Committee Reports Data Dissemination Committee (DDC)	Judge John Hart, DDC Chair	11:55 – 12:05	Tab 6
9.	Meeting Wrap Up	Justice Barbara Madsen, Chair	12:05	
10.	Informational Materials a. Board for Judicial Administration (BJA) Meeting Minutes b. ITG Status Report			Tab 7

Persons with a disability, who require accommodation, should notify Anya Prozora at Anya.Prozora@courts.wa.gov 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

December 6, 2024

JUDICIAL INFORMATION SYSTEM COMMITTEE

August 23, 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 Bouffiou
Mr. Joseph Brusic
Mr. Derek Byrne
Mr. Donald Graham
Ms. Stephanie Kraft
Mr. Frank Maiocco
Judge David Mann
Chief Brad Moericke
Ms. Heidi Percy
Mr. Frankie Peters
Ms. Paulette Revoir
Ms. Dawn Marie Rubio
Judge Allyson Zipp

Members Absent:

Judge Robert Olson

AOC Staff Present:

Mr. Scott Ahlf
Mr. Kevin Ammons
Ms. Kenzie Amos
Mr. Robert Anteau
Ms. Brittanie Collinsworth
Ms. Vonnie Diseth
Mr. Arsenio Escudero
Mr. Jamie Kambich
Mr. Bijal Karia
Ms. Aryn Nonamaker
Ms. Anya Prozora
Mr. Chris Stanley

Guests Present:

Chief Justice Steven González
Mr. Allen Mills
Mr. Terry Price

Call to Order, Approval of Meeting Minutes & JISC Member Recognition

Judge John Hart called the Judicial Information System Committee (JISC) meeting to order at 10:01 a.m. This meeting was held virtually on Zoom.

The Committee welcomed one newly appointed member: Mr. Frankie Peters, who represents the District and Municipal Court Management Association (DMCMA). Justice Barbara Madsen and Judge Hart also acknowledged four other JISC members who have been reappointed for new terms: Judge Valerie Bouffiou and Judge John Hart, both representing the District and Municipal Court Judges Association (DMCJA), Mr. Donald Graham, representing the Washington State Bar Association (WSBA), and Chief Brad Moericke, representing the Washington Association of Sheriffs and Police Chiefs (WASPC).

Justice Madsen asked if there were any changes or additions to be made to the June 28, 2024 meeting minutes. Hearing none, the meeting minutes were approved as written.

New ISD Applications & Operations Manager – Mr. Bijal Karia

Ms. Vonnie Diseth introduced Mr. Bijal Karia, AOC's new ISD Applications & Operations Manager. Mr. Karia brings to the position over 28 years of experience in planning, architecture, developing and delivering enterprise-grade applications and solutions. He previously served as the Chief Enterprise Applications Architect & Application Development Manager at the Department of Enterprise Services. Prior to that, he worked for Microsoft for 20 years in various engineering and leadership roles.

and contributed significantly to both MS Azure and M365 lines of business. Mr. Karia began work at AOC on August 1st and succeeds Mr. Mike Keeling, who retired at the end of June 2024.

JIS Budget Update & 25-27 Budget IT Decision Packages

Mr. Chris Stanley gave a JIS budget briefing. He explained that based on revenue forecasts, there is expected to be a \$4 billion deficit by the start of the 2025 legislative session (out of a \$70 billion budget). For context, Mr. Stanley contrasted these numbers with those of the Great Recession in 2009 (one of the worst years on record); in 2009, the Legislature cut \$9 billion from the \$32 billion budget. The magnitude of the deficit at that time was comparable to cutting the entire state community college system and the Department of Corrections. The \$4 billion deficit the Legislature will be dealing with in 2025 “will hurt”, but it is not catastrophic. Mr. Stanley also noted that this forecast is pre-election, and that there are two measures that may impact state revenue. Additional revenue forecasts are expected on September 27 and November 20. November’s forecast is the final forecast before the Governor releases his last budget. He said that ultimately, as available resources will be reduced, there “will be a fight for money and a fight to keep what we’ve got”.

Mr. Stanley then presented AOC’s 2025-2027 IT budget proposal. It consists of four decision packages totaling approximately \$12 million. All four packages fall under the Maintain IT Infrastructure category: Migrate Court Reporting Tools to the Cloud, Continue Transition to Cloud-Based Services, Continue Funding Data Quality Initiative, and Fully Support the CLJ-CMS Project.

Justice Madsen asked if there was a motion to approve the budget request.

Motion: Mr. Donald Graham

I move to adopt the budget request as presented and forward the request to the Budget Committee of the Supreme Court.

Second: Judge Valerie Bouffiu

Voting in Favor: Judge Valerie Bouffiu, Ms. Mindy Breiner, Mr. Joe Brusic, Mr. Derek Byrne, Mr. Donald Graham, Judge John Hart, Ms. Stephanie Kraft, Justice Barbara Madsen, Mr. Frank Maiocco, Judge David Mann, Chief Brad Moericke, Ms. Heidi Percy, Mr. Frankie Peters, Ms. Paulette Revoir, Ms. Dawn Marie Rubio, Judge Allyson Zipp

Opposed: None.

Absent: Judge Robert Olson

The motion passed.

Proposed JISC Rules Revisions – Part 2

Mr. Ammons presented the second tranche of proposed revisions to the JISC Rules. These proposed changes are the result of a recent review of the eighteen rules by AOC with the intention to refresh outdated areas to better fit the current state of the Judicial Information System. Mr. Ammons gave a

summary of the proposed changes for the following rules: JISCR 6 – Reports; JISCR 7 – Codes and Case Numbers; JISCR 14 – Control of Data Processing Equipment; JISCR 17 – Effective Date; and JISCR 18 – Adding Records to the Judicial Information System.

Concerning JISCR 16, Mr. Donald Graham suggested adding the word ‘development’ to the phrase “relating to the *development*, management, operation, and use of the Judicial Information System”. Additionally, Ms. Heidi Percy suggested that the word ‘policy’ in the rule title be changed to ‘policies’ (JISCR 16 – Recording and Dissemination of Judicial Information System *Policies*).

Following this discussion, Justice Madsen asked if there was a motion to approve these proposed revisions so that they may be sent to the Supreme Court Rules Committee for requested amendment.

Motion: Judge Allyson Zipp

I move to propose to the Supreme Court Rules Committee to amend the following JISCRs as edited during today’s meeting: JISCR 6 – Reports; JISCR 7 – Codes and Case Numbers; JISCR 14 – Control of Data Processing Equipment; JISCR 17 – Effective Date; and JISCR 18 – Adding Records to the Judicial Information System.

Second: Mr. Frank Maiocco

Voting in Favor: Judge Valerie Bouffiou, Ms. Mindy Breiner, Mr. Joe Brusic, Mr. Derek Byrne, Mr. Donald Graham, Judge John Hart, Ms. Stephanie Kraft, Justice Barbara Madsen, Mr. Frank Maiocco, Judge David Mann, Chief Brad Moericke, Ms. Heidi Percy, Mr. Frankie Peters, Ms. Paulette Revoir, Ms. Dawn Marie Rubio, Judge Allyson Zipp

Opposed: None.

Absent: Judge Robert Olson

The motion passed.

These approved proposed amendments will be prepared for submittal to the Supreme Court by the end of the year. Two additional tranches of proposed JISC rules amendments will be brought to the JISC for review and approval in the October and December meetings. Mr. Ammons noted that the four remaining JISC rules will require more input from stakeholders. Two deal with data dissemination, and one relates to local case management systems. AOC will be reaching out to the JISC and the associations to request assistance with revising and refreshing these rules.

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

CLJ-CMS Project Update

Ms. Brittanie Collinsworth (Deputy Project Manager) provided an update on the CLJ-CMS project as Mr. Garret Tanner was unable to attend. The project team continues to work with the Early Adopter courts in preparation for their go-live on October 28, 2024. Grays Harbor District Court was recently

asked to move their implementation to 2025; this brings the number of Early Adopter courts/locations down from ten to eight.

The project team and Early Adopter courts are currently engaged in Solution Validation, a three-week activity designed to test all of the systems end-to-end with all of the enhancements, configurations, and data conversion in place. This is the last opportunity to identify issues in the system in time to have them fixed before go-live in October.

Other recent activities have included an outreach event in Olympia, as well as ongoing support for the two implemented courts (Tacoma Municipal and Fircrest-Ruston Municipal). Ms. Collinsworth then gave details on other work in progress; she 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 July QA Assessment Report for the CLJ-CMS project. The full report can be found in the JISC meeting packet.

Update on Other Superior Court Projects

Mr. Robert Anteau gave an update on several projects for the Superior Courts: ITG 1308 – Integrated eFiling for Odyssey DMS Superior Courts, ITG 1352 – Upgrade SC-CMS to Enterprise Justice 2023, and ITG 1296 – Superior Court Text Messaging and E-Mail Notifications.

Relating to Integrated eFiling, Phase 2 courts successfully went live in late July, bringing the total number implemented DMS courts to eight. The go-live for Phase 3 courts is planned for early in 2025. Concerning the SC-CMS upgrade to Enterprise Justice (EJ) 2023, the current go-live is planned for early December 2024. The Superior Court Text Messaging project has been on hold awaiting the upgrade to EJ 2023; however, the team will be holding a series of meetings to finalize business requirements, and the project is on track to go live in early 2025.

Update: Seattle Municipal Court Integration to EDR Go-Live (ITG 27)

Ms. Diseth announced that in mid-August, AOC and Seattle Municipal Court (SMC) went live with the integration between SMC's new case management system to the Enterprise Data Repository (EDR). This is a significant achievement, as this integration has been in the works for many years. The ITG request to create and expand the data exchange between AOC and SMC was submitted fourteen years ago. Over that time, SMC made the decision to also replace their case management system and began that project, and AOC developed and implemented the EDR. SMC went live with their new system in the spring of this year, and the recent integration with the EDR is the culmination of this long-standing ITG. The integration is also significant because it greatly expands the amount of data SMC is now sending to AOC based on the JIS Data Standards, and AOC is now able to share that data statewide.

Data Dissemination Committee (DDC) Report

Judge 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 11:24 a.m.

Next Meeting

The next meeting will be October 25, 2024, via Zoom from 10:00 a.m. to 12:00 p.m.

Action Items

	Action Items	Owner	Status



WASHINGTON
COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

Proposed JISC Rules (JISCR) Revisions – Part 3 of 4

C. KEVIN AMMONS, ISD ASSOCIATE DIRECTOR
October 25, 2024

JISCRs Agenda

- JISCR 5 – Standard Data Elements
- JISCR 12 – Dissemination of Court Information
- JISCR 15 – Data Dissemination of Computer-Based Court Information

JISCR 5 – Summary of Proposed Revisions

- Last updated on May 15, 1976
- Added description of the JIS Standard for Alternative Local Court Record Systems
- Updated responsibility for preparing and maintaining standard data elements to the agency rather than the State Court Administrator

JISCR 5 – STANDARD DATA ELEMENTS

A standard court data element dictionary for the Judicial Information System shall be prepared and maintained by the ~~Administrator for~~ Administrative Office of the Courts with the approval of the Judicial Information System Committee.

A statewide data standard for locally operated, alternate electronic court record systems shall be prepared and maintained by the Administrative Office of the Courts with the approval of the Judicial Information System Committee. This data standard shall be consistent with the standard court data element dictionary and will identify data elements that are necessary for the operation of the Judicial Information System.

Any modifications, additions, or deletions from the standard court data element dictionary or the data standard for locally operated, alternate court record systems must be reviewed and approved by the Judicial Information System Committee.

JISCR 12 – Summary of Proposed Revisions

- Last updated on May 15, 1976
- No changes proposed.

JISCR 12 – DISSEMINATION OF COURT INFORMATION

The Judicial Information System Committee will adopt rules, consistent with all applicable law relating to public records, governing the release of information contained within the Judicial Information System. Such rules and any amendments thereto shall be forwarded to the Supreme Court and, unless altered by the court or returned to the Judicial Information System Committee for its further consideration and recommendations, shall take effect 45 days after the receipt of such rules by the Supreme Court.

JISCR 15 – Summary of Proposed Revisions

- Last updated on July 1, 1987
- Eliminated the policy statement
- Clarified relationship to GR 31 and GR 31.1
- Updated responsibility for promulgating policies to the agency rather than the State Court Administrator
- Updated language to replace “computerized” with “electronic” for consistency across rules

JISCR 15 – DATA DISSEMINATION OF ~~COMPUTER-BASED~~ ELECTRONIC COURT INFORMATION

~~It is declared to be the policy of the courts to facilitate public access to court records, provided such disclosures in no way present an unreasonable invasion of personal privacy and will not be unduly burdensome to the ongoing business of the courts.~~

Due to the confidential nature of some court information, authority over the dissemination of such information shall be exercised by the judicial branch pursuant to General Rule 31 (Court Case Records) and General Rule 31.1 (Court Administrative Records). In furtherance of the access to records requirements in GR 31 and GR 31.1, this rule establishes the minimum criteria to be met by each information request before allowing dissemination.

JISCR 15 – DATA DISSEMINATION OF ~~COMPUTER-BASED~~ ELECTRONIC COURT INFORMATION (continued)

(a) Application. This rule applies to all requests for ~~computer-based~~ electronic court information submitted by an individual, as well as public and private associations and agencies. This rule does not apply to requests initiated by or with the consent of the Administrator for the Courts for the purpose of answering a request vital to the internal business of the courts.

(b) Excluded Information. Records sealed, exempted, or otherwise restricted by law or court rule may not be released to the general public except by court order.

~~**(c) Data Dissemination Committee.** [Rescinded.]~~

(~~d~~c) Data Dissemination Policies and Procedures. The ~~Administrator for~~ Administrative Office of the Courts shall promulgate policies and procedures for handling applications for ~~computer-based~~ electronic information. These policies and procedures shall be subject to the approval of the Judicial Information System Committee.

JISCR 15 – DATA DISSEMINATION OF ~~COMPUTER-BASED~~ ELECTRONIC COURT INFORMATION (continued)

(ed) **Information for Release of Data.** Information which must be supplied by the requestor and upon which evaluation will be made includes:

- (1) Requestor's identifying information ~~concerning the applicant~~;
- (2) Statement of the intended use and distribution;
- (3) Type of information needed.

(fe) **Criteria ~~To~~ Determine Release of Data.** The criteria against which the applications are evaluated are as follows:

- (1) Availability of data;
- (2) Specificity of the request;
- (3) Potential for infringement of personal privacy created by release of the information requested;
- (4) Potential disruption to the internal, ongoing business of the courts.

(gf) **Cost.** The requestor shall bear the cost of honoring the request for information in accordance with section (~~dc~~).

JISCR 15 – DATA DISSEMINATION OF ~~COMPUTER-BASED~~ ELECTRONIC COURT INFORMATION (continued)

(hg) Appeal. If a request is denied by the Administrator for the Courts, the requestor may appeal the decision to the Judicial Information System Committee in accordance with section (dc). The Judicial Information System Committee shall review and act upon the appeal in accordance with procedures promulgated by the Committee for this purpose.

Decision Point

Judicial Information System Committee Meeting

October 25, 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 5 – Standard Data Elements
- JISCR 12 – Dissemination of Court Information
- JISCR 15 – Data Dissemination of Computer-Based Court Information

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 provide references to general court rules, define the role of a statewide data standard, update, and strike portions of the JISCR language; to reconcile with organizational, policy, 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.



Person Business Records Advisory Committee Update

DEXTER MEJIA, CSD ASSOCIATE DIRECTOR
October 25, 2024

Person Business Records Advisory Committee Update

- Updated the Purpose and Scope for the Person Business Rules.
- Sent an email reminding court clerks to continue following the current PBRs to minimize data quality issues.
- Overarching PBR policy statements being overhauled to better reflect the current state of systems and processes.
- Recommending a permanent PBR advisory committee.
- Statement of Work completed for seeking vendor to consult, analyze, and strategize the management of person records statewide. Procurement/contracting underway.



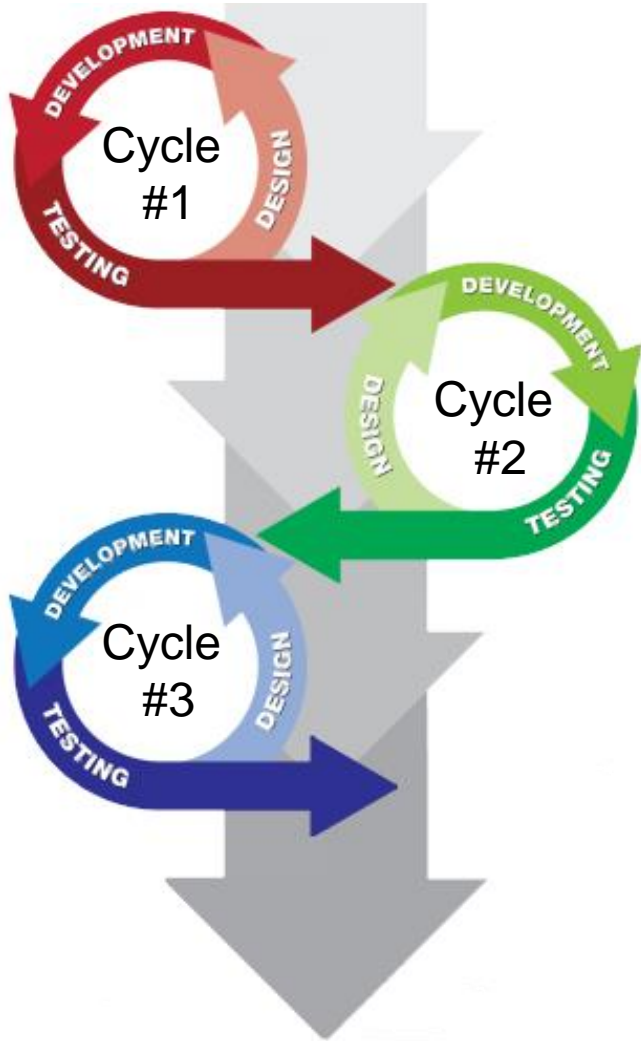
Courts of Limited Jurisdiction Case Management System (CLJ-CMS)

GARRET TANNER, PROJECT MANAGER
October 25, 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

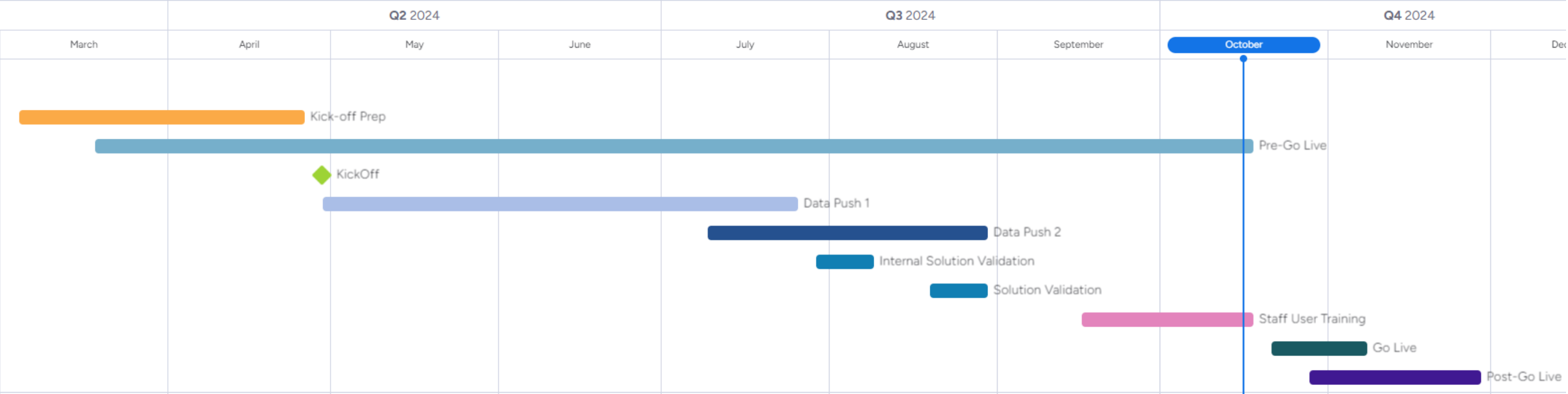
- Enterprise Justice 2024
- GR 15 functionality

Cycle #1: Early Adopter

Go-Live October 28

- Asotin District Court
- Cheney Municipal Court
- Colfax Municipal Court
- Columbia District Court
- Franklin District Court
- Garfield District Court
- 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 User Training - Complete
- Early Adopter Go-Live – October 28
- Enhancements & Bug Fixes
 - Enhancements delivered May 30, June 28, June 30, and July 31
 - Fixes continuously delivered through October 15
 - More fixes scheduled post Go-Live

Project Issues – October 2024

Active Issues	
Issue	Mitigation
Local Rule – 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.
Staffing / Hiring – 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.	(October 16, 2024) There are currently 6 vacant CLJ-CMS positions.
WSP Law Table Updates – WSP needs to update their law tables to accept two versions (one for JIS Courts and one for Enterprise Justice Courts).	(October 16, 2024) Fixes have been delivered from the vendor. Testing is ongoing, and these updates will be promoted to Production shortly after Early Adopter Go-Live.

Project Risks – October 2024

Total Project Risks			
Low Probability	Moderate Probability	High Probability	Closed
1	3	1	20
High Risk Status			
Risk	Probability / Impact	Mitigation	
Court Learning Curve – It is expected that some users will experience short-term reduced efficiencies when compared against more established legacy systems.	Moderate / Moderate	(July 26, 2024) Super User Training was more robust for Early Adopter courts. Super Users are better suited to supporting their staff during User Training and during Go-Live. User Training will be scenario based to expose court staff to more realistic scenarios.	

Project Risks – October 2024

High Risk Status		
Risk	Probability / Impact	Mitigation
Performance Issues – System performance must meet user expectations. The legacy systems are well established and very fast and the new systems must be performant.	Moderate / Moderate	(August 5, 2024) 294 issues & enhancements have been delivered from the vendor since the Tacoma Municipal Court Go-Live in October 2023. System performance will continue to be monitored closely.
OCourt Pilot Integration – AOC's Enterprise Integration Platform project is underway. It is possible that the OCourt pilot integration will not fulfill requirements or expectations. This puts current OCourt dependent courts at risk.	Low / High	(June 26, 2024) There are no indications at this point that OCourt will not be able to deliver on their part of the integration.

Project Risks – October 2024

High Risk Status		
Risk	Probability / Impact	Mitigation
Enterprise Justice Upgrade – CLJ-CMS will need to plan to take a system upgrade some time in 2025.	High / High	July 31, 2024 – Early Adopter courts will go live on Enterprise Justice version 2023. GR15 requires version 2024. Timing of effort for the version 2024 upgrade is not yet known.

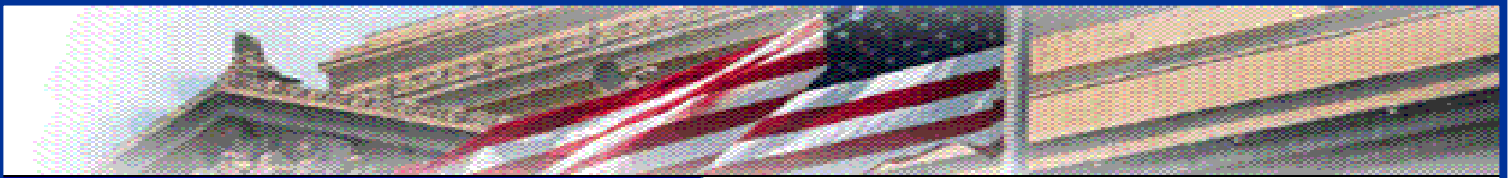
Next Steps

Milestone	Date
Early Adopter Go-Live	October 28, 2024
Project Outreach - Vancouver	November 13
Project Outreach - Yakima	November 20
Cycle #2 Kick-Off	November 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

September 2024

Prepared by

Bluecrane, Inc.





Corporate Headquarters
46 Peninsula Ctr. Dr., Ste. E, PMB 517
Rolling Hills Estates, CA 90274
www.bluecranesolutions.com
310-200-8535

September 30, 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 September 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 September 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.

With the month of September drawing to a close, the Early Adopter go-live event scheduled for October 28, 2024, is less than a month away. The CLJ-CMS Project Team is focused on pre-go-live activities including:

- Working with Tyler to obtain fixes through "package" deliveries (i.e., software deliveries for specific needs that are provided outside of the regular "release" deliveries)
- User training which began on Monday, September 16
- Meeting with court staff from Early Adopter courts to confirm completion of readiness tasks and, where necessary, to assist in task completion

With respect to the first bulleted item above, Enterprise Justice release version 2022.1.12 was "promoted" to the Production environment on September 13. This release provided fixes to a number of defects that were outstanding at the time. With 2022.1.12 in production, attention is now focused on five defects that are deemed critical. Fixes for one of those defects was delivered on September 24 and is being tested. Fixes for the four remaining defects are expected to be delivered by Tyler on October 8 (three fixes) and October 15 (1 fix). Obviously, there will be limited time for testing those defects before the Early Adopter go-live, but the CLJ-CMS Project Team will be at-the-ready to move quickly when the software deliveries are made.

While the goal of the CLJ-CMS Project Team, AOC, Tyler, and all others involved is to address all critical defects by Early Adopter go-live, the CLJ-CMS Project Team has developed contingency plans in case some of the defects are not fixed by go-live. This is to be commended. It is a Best Practice and a sound approach. No system "goes live" with no defects at all, despite the best plans, commendable intentions, and diligent efforts of project staff. The important considerations are to (1) minimize critical defects, (2) have plans for dealing with outstanding issues at go-live, and (3) continue to move forward with correcting the defects as soon as practical after go-live.



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	September 2024	August 2024	July 2024
Schedule: Case Management	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Schedule: Supervision	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Schedule: eFiling	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
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	September 2024	August 2024	July 2024
PMO Processes	No Risk Identified	No Risk Identified	No Risk Identified

People

Assessment Area	September 2024	August 2024	July 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	September 2024	August 2024	July 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	September 2024	August 2024	July 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	Risk Being Addressed	Risk Being Addressed	No Risk Identified
Testing: Supervision	Risk Being Addressed	Risk Being Addressed	No Risk Identified
Testing: eFiling	Risk Being Addressed	Risk Being Addressed	No Risk Identified
Deployment: Case Management	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Deployment: Supervision	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Deployment: eFiling	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed



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Data			
Assessment Area	September 2024	August 2024	July 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	September 2024	August 2024	July 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	Risk Being Addressed	Risk Being Addressed	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		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

With the month of September drawing to a close, the Early Adopter go-live event scheduled for October 28, 2024, is less than a month away. The CLJ-CMS Project Team is focused on pre-go-live activities including:

- Working with Tyler to obtain fixes through “package” deliveries (i.e., software deliveries for specific needs that are provided outside of the regular “release” deliveries)
- User training which began on Monday, September 16
- Meeting with court staff from Early Adopter courts to confirm completion of readiness tasks and, where necessary, to assist in task completion

With respect to the first bulleted item above, Enterprise Justice release version 2022.1.12 was “promoted” to the Production environment on September 13. This release provided fixes to a number of defects that were outstanding at the time. With 2022.1.12 in production, attention is now focused on five defects that are deemed critical. Fixes for one of those defects was delivered on September 24 and is being tested. Fixes for the four remaining defects are expected to be delivered by Tyler on October 8 (three fixes) and October 15 (1 fix). Obviously, there will be limited time for testing those defects before the Early Adopter go-live, but the CLJ-CMS Project Team will be at-the-ready to move quickly when the software deliveries are made.

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 October 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, work is progressing with the Project Team, the PSC, and Tyler to develop a revised rollout plan for phased statewide

implementation. While the plan is not yet finalized, it is taking shape with input from all interested parties.

2.1.2 Schedule: Supervision

Project Management and Sponsorship			
Schedule: Supervision	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

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, work is progressing with the Project Team, the PSC, and Tyler to develop a revised rollout plan for phased statewide implementation. While the plan is not yet finalized, it is taking shape with input from all interested parties.

2.1.3 Schedule: eFiling

Project Management and Sponsorship			
Schedule: eFiling	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

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, work is progressing with the Project Team, the PSC, and Tyler to develop a revised rollout plan for phased statewide implementation. While the plan is not yet finalized, it is taking shape with input from all interested parties.

2.1.4 Scope: Case Management

Project Management and Sponsorship			
Scope: Case Management	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 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 Statement of Work (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		
	Sept. 2024	August 2024	July 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 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.

2.1.6 Scope: eFiling

Project Management and Sponsorship			
Scope: eFiling	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 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.

2.1.7 Project Staffing

Project Management and Sponsorship			
Project Staffing	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

We are pleased to report that the CLJ-CMS Project has made significant progress in staffing. The Project has five vacant positions with two open recruitments. The business “subteam” is fully staffed. Two of three educator positions have been filled. While most people view the Pandemic as something in the past, the cascading effects of staffing issues that began during the Pandemic and continue afterward have had impacts on the abilities of projects like CLJ-CMS (which is far from alone in this circumstance) to achieve their timelines as planned prior to the Pandemic (and, in many cases, since the Pandemic). Congratulations to the Project Team and to AOC for getting staffing to this point. It may not be possible to “make up for lost time,” but an almost-fully-staffed Project bodes well for achieving future deployment plans on time.

2.1.8 Governance

Project Management and Sponsorship			
Governance	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 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.

2.1.9 Budget: Funding

Project Management and Sponsorship			
Budget: Funding	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 2024
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The 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		
	Sept. 2024	August 2024	July 2024
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

The 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

User training for Early Adopter court staff began on Monday, September 16. Feedback has been positive thus far. At the end of the Early Adopter effort, the CLJ-CMS Project will assess the effectiveness of the training, especially with respect to changes that have been made since the Pilot Court effort to ensure that the training incorporates court business processes and not just instruction on software product use.

Risks and Issues

Issue: Training for Pilot Courts did not include enough information about using the Tyler solution in the context of Washington CLJs. The CLJ Project team has worked to ensure a more effective training approach for the Early Adopter courts. The effectiveness of the changes will be evaluated after the training is completed.

2.3 Solution

2.3.1 Business Process: Case Management

Solution			
Business Process: Case Management	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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.

2.3.8 Integrations: eFiling

Solution			
Integrations: eFiling	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	No Risk Identified

Findings

The lack of the additional environments discussed elsewhere in this report complicates the testing. Given that the additional environments needed cannot be provided before Early Adopter go-live and that the Project has a viable approach to accomplishing the required testing and training for the go-live event, *bluecrane* assesses the risks in the areas of Testing and Environments as “Risk Being Addressed.” To clearly emphasize the point: there are risks, but the Project’s approach to mitigating and otherwise responding to the risks is sound. Of course, we strongly encourage AOC, the Project, and Tyler to provide the needed additional environments as soon as practical after the Early Adopter go-live so that this will not be a risk or issue to future deployment events.

2.3.12 Testing: Supervision

Solution			
Testing: Supervision	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	No Risk Identified

Findings

The lack of additional environments to separate project activities (training, configuration development, testing, etc.) is a risk for testing. The Project has a sound approach for mitigating the risk. See discussion above under “Testing: Case Management.”

2.3.13 Testing: eFiling

Solution			
Testing: eFiling	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	No Risk Identified

Findings

The lack of additional environments to separate project activities (training, configuration development, testing, etc.) is a risk for testing. The Project has a sound approach for mitigating the risk. See discussion above under “Testing: Case Management.”

2.3.14 Deployment: Case Management

Solution			
Deployment: Case Management	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

Findings

Work is progressing with the Project Team, the PSC, and Tyler to develop a revised rollout plan for phased statewide implementation.

Risks and Issues

We continue to recognize risks to the overall deployment timeline since groupings of courts have not been determined. While the plan is not yet finalized, it is taking shape with input from all interested parties.

2.3.15 Deployment: Supervision

Solution			
Deployment: Supervision	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

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 have not been determined. While the plan is not yet finalized, it is taking shape with input from all interested parties.

2.3.16 Deployment: eFiling

Solution			
Deployment: eFiling	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

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 have not been determined. While the plan is not yet finalized, it is taking shape with input from all interested parties.

2.4 Data

2.4.1 Data Preparation: Case Management

Data			
Data Preparation: Case Management	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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. Early Adopter 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 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		
	Sept. 2024	August 2024	July 2024
	Risk Being Addressed	Risk Being Addressed	No Risk Identified

Findings

In prior QA reports, we have noted the importance of establishing more “environments” for eFile, Enterprise Supervision, Enterprise Justice, and Alliance in order to facilitate multiple streams of work while separating competing tasks and interests. As the reader may recall, Tyler provides environments for eFile, Enterprise Supervision, and Alliance (the Software-as-a-Service, or SaaS, products) while AOC provides environments for Enterprise Justice (a product that is hosted “on premises” at AOC). In August, some progress was made on providing additional environments. An Enterprise Supervision training environment was made available by Tyler on August 28. An eFile environment was provisioned and pending configuration on August 28. In addition, AOC made progress in August on working with its infrastructure vendors to provide essential components for AOC to be able to provide additional environments for Enterprise Justice. Despite this positive progress, Project Leadership determined on August 29 that the level of effort remaining to have all of the needed environments provisioned, configured, tested, and populated in time for Early Adopter training is simply too great with less than 60 days remaining before Early Adopter go-live.

Risks and Issues

Given that the additional environments needed cannot be provided before Early Adopter go-live and that the Project has a viable approach to accomplishing the required testing and training for the go-live event, *bluecrane* assesses the risks in the areas of Testing and Environments as “Risk Being Addressed.” To clearly emphasize the point: there are risks, but the Project’s approach to mitigating and otherwise responding to the risks is sound. Of course, we strongly encourage AOC, the Project, and Tyler to provide the needed additional environments as soon as practical after the Early Adopter go-live so that this will not be a risk or issue to future deployment events.

2.5.7 Post-Implementation Support

Infrastructure			
Post-Implementation Support	Three-Month Rolling Risk Levels		
	Sept. 2024	August 2024	July 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.

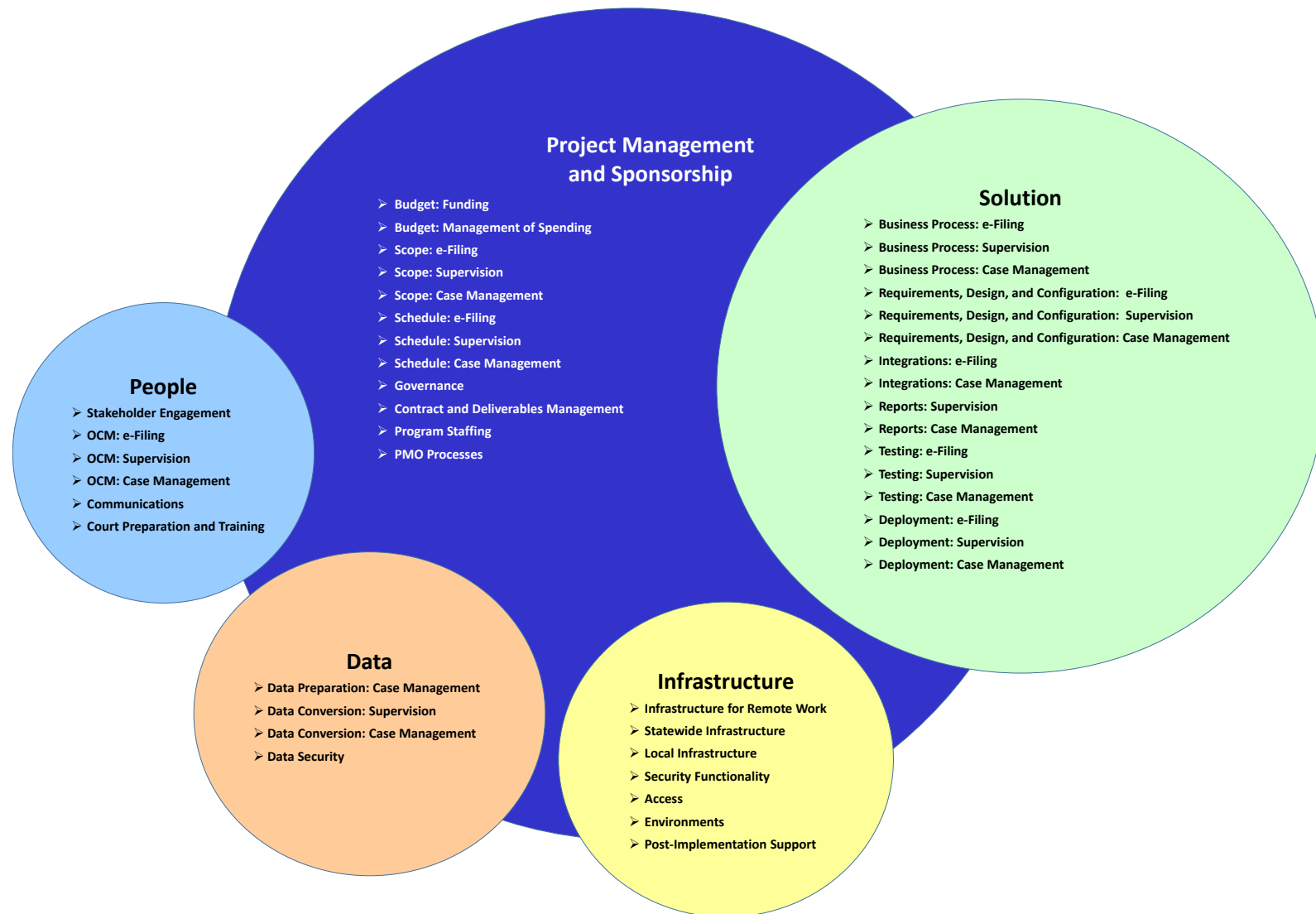


Figure 1. Areas of CLJ-CMS Project Assessed for Risks



Our risk ratings are summarized in Table 2 below.

Table 2. *bluecrane*'s Risk Assessment Categorization

Assessed Risk Status	Meaning
No Risk Identified	Program activities in the area assessed are not encountering any risks
Risk Being Addressed	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
Risk	A risk that is significant enough to merit management attention but not one that is deemed a "show-stopper"
High Risk	A risk that project management must address, or the entire planning effort is at risk of failure; these risks are "show-stoppers"
Not Started	This particular activity has not yet started or is not yet assessed
Completed or Not Applicable	This particular item has been completed or has been deemed "not applicable" but remains a part of the assessment for traceability purposes



WASHINGTON
COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

Juvenile Program Updates

UMA NALLURI-MARSH, IT SUPERVISOR, SUPERIOR & JUVENILE COURT DEVELOPMENT

October 25, 2024

ITG 248 – Juvenile Court Assessment Tool (JCAT)

Background



- Juvenile Court Assessment Tool (JCAT) will replace the Positive Achievement Change Tool (PACT).
- Washington State Juvenile Court Administrators (WAJCA) submitted an Information Technology Governance (ITG) request 248 to enhance the PACT tool.
- JCAT will be a modern and flexible system that ISD will be able to support the changing needs of juvenile assessments.

Project Scope

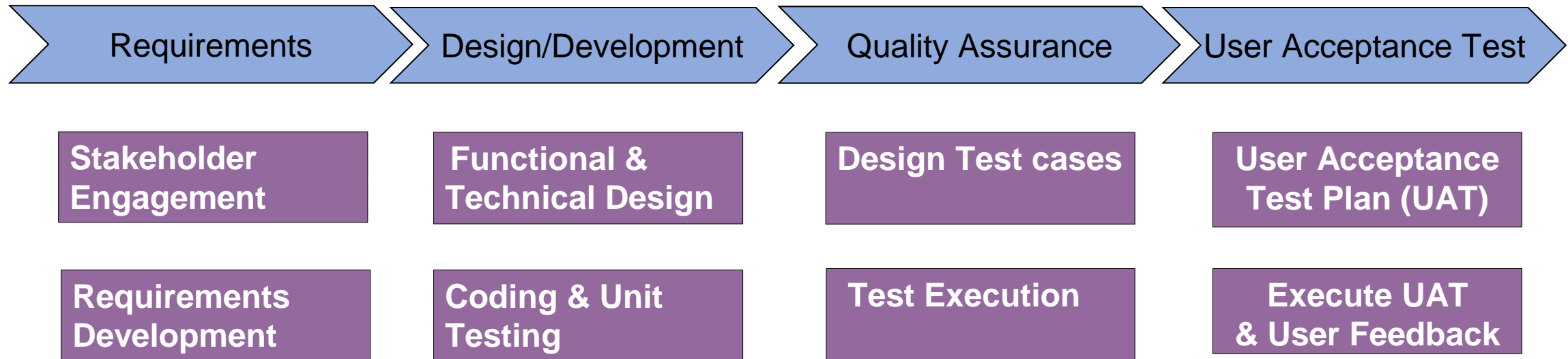
Juvenile Court Assessment Tool Project



- 4 Iterations:
 - Iteration 1: User Interface + Dashboard + Demo
 - Iteration 2: Assessments with Results
 - Iteration 3: Programs (Evidence Based Programs + Community Intervention Programs)
 - Iteration 4: Reports

Iterative Activities for JCAT's 4 Stages

Juvenile Court Assessment Tool Project



Current Status & Progress



- Iteration 1 is in progress
 - Completed stages
 - Business requirements
 - Functional & technical design
 - In progress
 - Development
 - QA will begin in November
- Iteration 2 Business Requirements is in progress

Future Work



Pending Information Technology Governance (ITG) requests waiting for resources

- ITG 1332 – JCS Platform Migration – Authorized
- ITG 1369 – Juvenile Records to DOL Exchange – Authorized
- ITG 1373 – Replace JCS – Authorized

ITG 1332 – JCS Platform Migration – Authorized



- Juvenile and Correction System (JCS) was developed in a niche MAGIC XPA programming language, which is a rapid application development platform. It has been difficult to hire developers with this skill. Hence, ISD's ability to support the changes requested by the Juvenile Court Administrators has been difficult.
- ISD proposed platform re-write JCS from XPA to Microsoft .NET platform in 2022 via ITG 1332. This request was approved by the ISD Director.
- The project started in 2022. It is currently it is on hold, waiting for resources.

ITG 1369 – Juvenile Records to DOL Exchange – Authorized



- Per RCW 13.50.200, courts are required to notify Department of Licensing whenever a juvenile is arrested for a motor vehicle violation. Most courts do not notify DOL when a juvenile record has been sealed. This presents an issue when DOL should treat sealed juvenile cases “as if they never occurred.”
- AOC Data Dissemination Administrator requested that we develop a data exchange with Department of Licensing to notify when juvenile cases are sealed. This request was approved by the ISD Director.
- An interim solution is in place allowing DOL to correct this issue.
- Resource discussion is underway to implement the permanent solution.

ITG 1373 – Replace JCS – Authorized



- Juvenile and Correction System (JCS) is an aging system, in use for nearly 20 years. JCS currently, only offers functionality to manage referrals, limited detention management, and lacks supervision module.
- Juvenile Departments have been using local systems for detention management and other missing functions in JCS.
- Juvenile Courts have submitted an ITG request 1373 for an all-in-one, modern solution that supports management of youths, referrals, detentions, supervision, reporting, and assessments.
- ITG 1373 was approved and prioritized by the JISC in June 2024.
- Current Status:
 - AOC is working on JCS replacement high level business requirements
 - AOC is planning to submit a 2026 supplemental budget package for external consultants to conduct an in-depth analysis of the requirements and recommend the modernization approach to replace JCS



Questions?



JISC DATA DISSEMINATION COMMITTEE
Friday, October 25, 2024, 9:00 a.m. – 9:55 a.m.
Zoom Teleconference
URL: provided via invite

AGENDA

Call to Order	Judge John Hart	Agenda Items with documents are indicated with an *
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ACTION ITEMS

1. August 23, 2024, Meeting Minutes Action: Motion to approve the minutes	Judge Hart	*
2. Changes to CLJ-CMS Retention Schedules	Mr. Kevin Cottingham	*
3. Policy for Therapeutic Courts staffed by Non-Judicial Employees	Mr. Kevin Cottingham	*
4. Other Business	Judge Hart	



Board for Judicial Administration (BJA)

June 21, 2024 (9 a.m. – 12:00 a.m.)

Zoom Meeting

MEETING MINUTES

BJA Members Present:

Chief Justice Steven González, Chair
Judge Alicia Burton, Chair
Judge Tam Bui
Judge Kristin Ferrera
Judge Rebecca Glasgow
Judge Marilyn Haan
Judge Karl Hart
Judge Cindy Larsen
Judge Mary Logan
Terra Nevitt
Judge Rebecca Pennell
Judge Diana Ruff
Dawn Marie Rubio
Judge Michael Scott
Judge Jeff Smith
Judge Karl Williams

Guests Present:

Judge Andrea Beall
Elena Becker
TJ Bohl
Ashley Callan
Judge Angelle Gerl
Jessica Humphreys
Judge Carolyn Jewett

LaTricia Kinlow
Judge Kathryn Loring
Judge Lisa Mansfield
Commissioner Barbara McInville
Judge Sean O'Donnell
Judge Kelli Osler
Mary Rathbone
Judge Ketu Shah
Justice Debra Stephens
Judge Bernard Veljacic

Administrative Office of the Courts (AOC) Staff Present:

Nicole Ack
Scott Ahlf
Jeanne Englert
Scott Hillstrom
Kyle Landry
Penny Larsen
Joslyn Nelson
Stephanie Oyler
Christopher Stanley
Caroline Tawes
Lorrie Thompson

Call to Order

Chief Justice González called the meeting to order at 9:01 a.m. and welcomed the participants.

Dawn Marie Rubio announced some staffing changes at the AOC. Jeanne Englert has succeeded Cynthia Delostrinos as the Associate Director in the Office of Court Innovation. Today is Jeanne Englert's last meeting as BJA staff, and Dawn Marie Rubio expressed her appreciation for all of Jeanne Englert's work. Cynthia Delostrinos is moving to South Carolina and we will miss her. Chief Justice González said it was a privilege to work with Jeanne Englert and thanked her for her skills and work for the Judicial branch. Jeanne Englert thanked everyone for their support.

Presentation: Artificial Intelligence: Emerging Issues for Courts

Justice Stephens introduced the presentation and members of the Washington Jurisdiction Team that participated in a National Center for Safety Initiatives (NCSI) to help develop

approaches to emerging AI issues. Members of the group included Justice Stephens, Judge Janet Chung, Judge Veronica Galvan, Judge Lisa Mansfield, Judge Sean O'Donnell, Judge Ketu Shah, Judge Jeff Smith, Judge Bernard Veljacic, Judge Allyson Zipp, Ashley Callan, and Scott Hillstrom.

Judge Veljacic reviewed the definition of AI and other relevant terms. There are potential benefits from AI for the legal profession such as helping pro se litigants, translations, and preparing cases. There are also limitations, for example, legal accuracy on translations.

Deep fake evidence is where trial judges will have most challenges. There are several ways a judge may have to deal with deep fake evidence.

Judge Smith reviewed lessons that have been learned so far. Courts must embrace change and learn how to adjust, and be proactive with a nimble mindset. Judge Smith sees this situation as similar to how courts adapted to COVID.

The BJA can take leadership by developing a framework for the use of generative AI. Current court rules and judicial canons may need to be reviewed to determine if they are appropriate for AI. Evidentiary and interpreter issues will come up. There is also racial bias inseparable from much of AI. Using AI for document drafting, judges' opinions, and lawyers' briefs will have to be addressed. There are examples of models that Washington could adopt, and there are articles and policies the group can send to the BJA.

Meeting participants broke into small groups to discuss the following questions:

1. What AI issues are you seeing right now
2. What are some risks of AI you would like to see addressed in court guidance?
3. What are some opportunities for courts to use AI to improve the delivery of services and access to Justice?
4. What do you see as BJA's role in this area?

Judge Mansfield said there needs to be more opportunities like this to talk about these issues. The BJA can provide learning and sharing opportunities, and can look at implications for court rules. There should be a uniform application of rules in all courts, and there needs to be guiderails on briefings.

AI may provide opportunities in language access and in providing access. The interpreter community has some objections to using AI in courts. There are also opportunities to use AI in legal clinics for forms where context isn't an issue, and with basic access to and information about the legal system.

AI and facial recognition need guardrails. It is important that the community is educated on the dangers. There are also privacy implications and issues around who owns the content. It could be the role of the BJA, AOC, and the National Center for State Courts to help us understand the AI products, which will protect privacy.

Justice Stephens said they will be developing guidance and resource materials, and future discussions on what BJA sees is their role.

Chief Justice González stated this might be a part of each meeting.

A summary of the small group discussions is included in these meeting minutes.

BJA Task Forces and Work Groups

Presentation: Electronic Monitoring with Victim Notification Technology

Judge Osler, co-chair on the Electronic Monitoring with Victim Notification Technology (EMVNT) Workgroup, defined EMVNT. The purpose of the Workgroup is to discuss how we can expand the use of this technology across Washington. This presentation will highlight the achievements and recommendations from the Workgroup.

Judge Osler provided background on the EMVNT. The Workgroup met over 10 months to discuss challenges and how to expand the use of this technology. Meetings included presentations from law enforcement agencies, legal advocates, and equipment vendors. The Workgroup also discussed best practices and model policies and protocols. This information is covered in the final report included in meeting materials.

This program is already implemented in Clark County. Infrastructure is different in some counties, and challenges they may face are included in the Workgroup's recommendations and best practices.

Commissioner McInville discussed some concerns in the application of EMVNT to civil cases. Because the burden of proof is lower in civil cases, it would be easier to order bracelets which would increase the cost. There is also concern that individuals in civil case may not be represented by counsel. There needs to be a small pilot program to look at solutions to these issues.

Jeanne Englert thanked the Workgroup. More EMVNT information is available on the BJA website. Joslyn Nelson thanked the co-chairs for their work and Jeanne Englert for guidance and for the opportunity to oversee the Workgroup. Chief Justice González thanked the Workgroup.

Presentation: Alternatives to Incarceration

The goal of the Alternatives to Incarceration Task Force was to develop alternatives that would be uniformly available across the state regardless of resources. The Task Force meets every other month. Judge Logan thanked the BJA for extending the Task Force charter for another year.

The Task Force is considering a policy proposal for the upcoming legislative session, and will have policy recommendations in the future.

1. The Task Force has will submit a budget request for \$1.9 million and a .5 FTE position. The Information Gathering Workgroup learned some courts ordered electronic home monitoring and alcohol monitoring without considering indigency. The Task Force will request funding for reimbursement to courts for costs associated with electronic home monitoring, alcohol monitoring, and domestic violence and mental health assessments. They want reimbursement funding to bridge the gap, with a focus on small and rural courts.
2. The Legal Authority Workgroup plans a policy proposal. They sought feedback from judges statewide on where there are gaps on authority to order alternatives and why alternatives not being used more frequently. The proposed legislation would provide immunity for those who voluntarily engage in substance use or mental health evaluations

pretrial to incentivize participation pretrial. The Workgroup is planning to develop education materials and bench cards.

Presentation: Remote Proceedings Workgroup

The meeting materials included the Work Group report presented by Co-Chair Judge Gerl which references the Supreme Court Orders adopting most of the court rule amendments proposed by the Work Group. Judge Gerl presented a memo outlining the budget request for a \$2.2 million one-time grant program to fund courtroom technology upgrades needed for conducting hybrid proceedings.

The Workgroup's most recent survey asked about the need for funding for hybrid proceedings. Survey results were included in the meeting materials.

Chief Justice González said the remaining proposed court rule changes are close to being completed, and it is likely that the emergency orders implemented during the pandemic will be lifted by August. There will need to be an evaluation of what needs to be addressed now that the rules have been approved.

Standing Committee Reports

Court Education Committee (CEC)

The CEC budget request summary was included in the meeting materials. The education decision package requests a budget increase for all in-person education conferences, for court technology and online education support, and various education programs on specific topics. The decision package is currently being reviewed.

Legislative Committee (LC)

Policy requests are due July 12, 2024. Chief Justice González reminded the participants there have been changes to legislative leadership which will affect committee membership and our interactions with the committees.

There will be a survey next month to provide feedback on the Interbranch Advisory Committee.

There will be work on the BJA charter this summer and an opportunity for comments at the September BJA meeting.

Policy and Action Committee (PAC)

The PAC is working on the implementation plan for the equity assessment tool (EAIT) pilot project, presented at the last BJA meeting. BJA committee staff members met with Michael Roosevelt last week for a workshop on implementing the EAIT in their committees. Their goal is to play a role in implementing and rolling out the tool. The PAC is also working with the Gender and Justice Commission staff on ideas to develop a comprehensive workplace harassment program consistent with the survey recommendations, rather than a one-time training.

Budget and Funding Committee (BFC)

The BFC is beginning to analyze what budget packages will go forward. Budget requests are due June 28, 2024. Judge Logan said it has been a pleasure working with Christopher Stanley.

Christopher Stanley said the legislative budget is tight and he encouraged moderation in budget requests.

BJA Member Updates

Superior Court Judges' Association (SCJA)

The SCJA held their long range planning meeting. Priority areas include a focus on several subjects, and continued efforts on pro se litigants.

1. Law clerks. Superior court judges have limited access to legal support staff, although some use the legal support staff at AOC.
2. Judicial education. There has been significant turnover on the bench. New and sustainable funding is need for in-person events, full reimbursement for pro tem coverage, and additional in-person programming in 2025. They hope to have trainings on protection orders, family law, and access to justice, one in eastern Washington and one in western Washington.
3. Implementation of new laws. Court resources are needed for implementation of new laws for a quicker response.
4. Courthouse security improvement, including the safety of judicial officers and their families. They are working with the BJA court security committee and others in this area.
5. Juvenile justice. They are seeking opportunities for judicial leadership and input into judicial justice services.
6. Improving public relations and communication, media outreach, and civics education. They are coordinating with the Bench Bar Press Committee to develop communication products for courts. This is also an access to justice issue.

Judge Ferrera reviewed the SCJA mission and goals, and the new SCJA officers. Judge Cindy Larsen is the President-Elect, and Judge Samuel Chung is the Immediate Past-President.

SCJA President-elect Judge Cindy Larsen introduced herself.

District and Municipal Court Judges' Association (DMCJA)

The DMCJA just finished their spring conference. It was a good education experience. Topics included security, AI developments, and judicial independence. Judge Charles Short was awarded the David Steiner Leadership Award. The DMCJA has new officers. Judge Karl Williams will be the new DMCJA President, Judge Anita Crawford-Willis became President Elect, and Judge Jeff Smith became Immediate Past-President.

The DMCJA Diversity Committee is working on pro tem training in collaboration with the Washington State Bar Association (WSBA). The last cycle was successful. The Diversity Committee also held discussions on translating forms, and learned more about the interpreter reimbursement program. They plan to use the resource more widely.

The Public Outreach Committee will hold *You've Been Served* this fall, an event for state and local legislators to visit courthouses around the state. It is a good way to build relationships with the legislators in your district.

The Legislative Committee will be reviewing legislative proposals and narrowing the list. They are looking at two decision packages on procedural fairness and contracting a retired judge for onboarding. They are also having conversations with the National Center for State Courts on an executive coaching program, a train the trainer program on judicial mentoring.

Judge Beall will be the DMCJA representative on BJA, taking over for Judge Logan.

AOC

AOC is focusing internally on building infrastructure, with more focus on external stakeholders in the future. Dawn Marie Rubio reviewed the 2023–25 budget, including pass through funds and AOC operations. AOC now has 440 FTEs.

She also reviewed projects and initiatives of note including the Hope Card program; pretrial services pilots and webinars; the *Blake* refund bureau and the soon-to-be centralized vacate process; the courthouse security consultant; the CLJCMS implementation; and many others. AOC is working on strategic planning.

Washington State Bar Association (WSBA)

Terra Nevitt introduced Mary Rathbone, the WSBA Board of Governors' President. Sunitha Anjilvel is the current acting president, and will continue this role in October. Hunter Abell is on a leave of absence. Francis Adewale will become the WSBA president in October 2025.

Terra Nevitt highlighted areas of focus and strategic priorities that include threats and opportunities of technology: supporting legal professionals (proposing rule changes and guidance on education to legal professionals); and how to regulate the practice of law when it comes to technology. Other focuses include member wellbeing; rural practice, and improving the experience of belonging. There are intersections among these topics. There is a critical lack of legal practitioners in rural areas.

Other topics that are being discussed are alternative pathways to licensure (adopted in concept). The Bar exam is not going away. There will be a task force formed to propose new rules, procedures, and best practices for these pathways. This might take a few years.

There are also new public defense standards that were approved by the WSBA Council of Public Defense. There is concern about the cost of implementation and lack of attorneys.

There will be public hearings on the proposed public defense standards.

Motions

The May 17, 2024, meeting minutes were approved by consensus.

Each year the BJA Board reviews and approves BJA committee chairs and memberships. Jeanne Englert thanked Judge Scott for chairing the Legislative Committee, and welcomed Judge Glasgow into the role. She thanked Judge Pennell for chairing the CEC and thanked Judge Bui for chairing the CEC again. She thanked Judge Logan for chairing the BFC, and Judge Ruff for stepping into the role. Judge Jewett will be on the PAC, and Judge Scott will return to chair the PAC.

It was moved by Chief Justice González and seconded by Judge Haan to approve the BJA Committee Chairs and members. The motion passed unanimously.

Information Sharing

June 14 Interbranch Advisory Committee

The upcoming Interbranch Advisory Committee meeting dates were included in meeting materials.

The BJA Court Security Committee will ask for legislative changes affecting the address confidentiality program. The changes will allow judges to proactively request their name and personal information be removed from voting records and county assessors' records rather than waiting until they are threatened. Chief Justice González thanked Kyle Landry and the Office of the Secretary of State for working on this proposal.

Judge Bui thanked Judge Pennell for her thoughtful leadership and her work on education.

Adjourn

The meeting adjourned at 11:46 a.m.

Recap of Motions from the June 21, 2024 Meeting

Motion Summary	Status
Approve the March 15, 2024 meeting minutes.	passed
Approve the BJA Committee Chairs and members	passed

Action Items from the June 21, 2024 Meeting

Action Item	Status
<u>May 17, 2024 BJA Meeting Minutes</u> <ul style="list-style-type: none">• Post the minutes online• Send minutes to the Supreme Court for inclusion in the En Banc meeting materials.	Done Done

Board for Judicial Administration (BJA)

June 21, 2024 (9 a.m. – 12:00 a.m.)

Artificial Intelligence: Emerging Issues for Courts

Small group discussions

Meeting participants broke into small groups to discuss the following questions:

5. What AI issues are you seeing right now
6. What are some risks of AI you would like to see addressed in court guidance?
7. What are some opportunities for courts to use AI to improve the delivery of services and access to Justice?
8. What do you see as BJA's role in this area?

Justice Debra Stephens

Everyone in Scott and my small group said they learned new information and appreciated having the space to talk about risks/rewards and how BJA can be involved.

As I mentioned in closing, let's compile brief notes from our small groups, so that the BJA team can include those with the minutes. Probably the most efficient way to do that is to simply respond to this email string, and then Penny, Caroline or Jeanne can capture and compile the notes.

Here is a summary from my small group discussion (group 6):

1. Seeing now: some language interpretation assistance (e.g. front counter); lawyers are likely using in briefing/arguments; concerns about evidence authentication.
2. Areas for guidance: look at rules that may need to be updated (e.g. authentication of evidence); limits on use of AI as substitute for judicial decision making.
3. Opportunities: avatar/assistants for SRLs or front desk questions; assist in family law form completion, given limited number of courthouse facilitators; information sorting/summation and development of trainings/court education resources; language access for court users.
4. BJA role: convene work group with court professionals and users, along with IT/computer science experts.

Judge Jeffrey Smith

Ashley and I co-lead a group. Here are the take-aways from our discussion. Ashley...feel free to add anything else.

1. A suggested overall goal for BJA would be to develop criteria (guardrails) for where and when AI may be used in our court system.
2. Interpreter issues are seen as a significant area for attention related to AI (i.e., interpreter function with the clerks' office vs. in court interpretation, etc.)
3. There may be IT security issues that need to be put into place.
4. An analysis of court rules may be a good place to begin.

Judge Ketu Shah

Here are our notes from our group which Penny was a part of and may supplement:

1. Questions about who owns the data and the privacy issues related to that issue
2. BJA can help with recommendations of vendors that can protect our data and provide useful tools; AOC and NCSC may be better suited for that vetting.
3. BJA can help with educating our bench and having them more comfortable around the reliability of the technology like today's session which helped lower the fear temperature.
4. Folks are considering developing internal policies on how to use AI for a variety of functions including meeting minute summaries, developing outlines for memos, for legal research, and legislative analysis. It can be a first step in drafting but ultimately the person relying on the information provided by AI needs to verify its authenticity.
5. WSBA has a task force on AI and there may be ways for BJA and WSBA to collaborate.
6. Can BJA help with rule-making to create guidelines?
7. Worry about deep fakes, but perhaps current rules and professional responsibility can counter that.
8. How do we deal with the "liar's dividend" especially when there are unequal resources between the parties and what does that mean for access to courts?

Judge Lisa Mansfield

I really enjoyed the presentations today! I also relished participating in today's small group. I underscore my earlier comment that we need *more time* to have these sorts of informal discussions as they generate much material for further thought, discussion, and action.

I led a group today that included Judge Glasgow, Trish Kinlow and Kristin Ferrara. Someone else joined very late in the discussion and I am sorry not to be able to recall her name.

1. We discussed the opportunities of AI to assist LEPs with Access to Justice by interpreting FAQs and logistical questions as well as Pattern Forms used in legal clinic appointments. It was noted that there are times when interpreters have refused to appear in person or have cancelled at the last minute. AI interpretation may be a viable substitute in these cases.

We also discussed the importance of human interpreters regarding more substantive legal discussions which would encompass more nuance and context.

2. Additionally, concerns arose about mistakenly relying on hallucinating AI in legal research such that a nonexistent case could be cited in a briefs or memoranda. A need for employment standards around this issue was discussed.
3. Privacy concerns regarding AI were noted as well as serious concerns surrounding deep fakes and qualification of AI experts.
4. Also noted were the need for regulatory guardrails regarding AI and emotion recognition/physiognomy. (I sent Scott Hillstrom some articles and resources about these issues today. I'm not sure if they made it into the chat, but I'm happy to supply them again.)

5. The need for BJA to help with local rules surrounding AI was noted as well as a need for uniform application of AI regulations in all Washington Courts.

I look forward to a continued emphasis on AI in our justice system so we all can become more conversant and comfortable meeting the coming challenges and opportunities that AI will bring us.

Judge Bernard Veljacic

Notes from my group:

- There's some anxiety over simply knowing whether or not they are seeing something produced by AI.
- The AI available right now is not accurate, so things must be proof-read, but there's not always someone to do that if litigant is SRL.
- For translation services, AI could be helpful. The need to check translation accuracy in legal proceedings gives rise to a need to make a record of the translation (or interpretation). If one is using AI perhaps preservation of the inputs and outputs is needed.
- Deep fakes are a concern. Some want to see people testify in person as a cure to the concern about deep fakes. Then again, we have to keep in mind that those with disabilities may present differently. That doesn't mean they are any less credibility.
- It would be good if there was a trusted provider for AI guided fillable forms, versus leaving these developments to private industry.

Penny Larsen

- Questions about who owns the data and the privacy issues related to that issue
- BJA can help with recommendations of vendors that can protect our data and provide useful tools; AOC and NCSC may be better suited for that vetting.
- BJA can help with educating our bench and having them more comfortable around the reliability of the technology like today's session which helped lower the fear temperature.
- Folks are considering developing internal policies on how to use AI for a variety of functions including meeting minute summaries, developing outlines for memos, for legal research, and legislative analysis. It can be a first step in drafting but ultimately the person relying on the information provided by AI needs to verify its authenticity.
- WSBA has a task force on AI and there may be ways for BJA and WSBA to collaborate.
- Can BJA help with rule making to create guidelines?
 - a. Consider creating a policy that outlines a tiered allowance of AI, starting with AI tools that are the safest/less risky that produce the most benefit, like notes/transcripts, etc.
- Worry about deep fakes, but perhaps current rules and professional responsibility can counter that.
- How do we deal with the "liar's dividend" especially when there are unequal resources between the parties and what does that mean for access to courts?
 - b. Some of the rules proposed by the RPWG addressed verifying identities of deponents, witnesses, jury members, but with changing facial recognition technology, this issue may need further rule amendments in the future.

Board for Judicial Administration Meeting Minutes

June 21, 2024

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Breakout rooms - In Progress

Rooms (6) Participants (41)

Room 1 6 Join

- Ashley Callan, Spokane County
- Judge Andrea Beall
- Judge Jeffrey Smith
- Judge Karl Williams
- Kyle Landry
- Tam T. Bui (she/her)

Room 2 7 Join

- Caroline Tawes (not joined)
- Dawn Marie Rubio
- Elena Becker | Staff to Chief Justice González
- Judge Diana Ruff - Benton/Franklin SC
- Judge Gerl Airway Heights
- Judge Sean P. O'Donnell
- TJ Bohl (he/him)

Room 3 7 Join

- Chief Justice Gonzalez
- Cindy Larsen
- Judge Ketu Shah (he/him)
- Mary Logan - she/her
- Penny Larsen, WA Courts
- Scott Ahlf
- Terra Nevitt

Room 4 7 Join

- Carolyn Jewett
- Joslyn Nelson
- Judge Alicia Burton
- Judge Marilyn Haan
- Judge Veljacic
- Nicole Ack (not joined)
- Rebecca Pennell

Board for Judicial Administration Meeting Minutes

June 21, 2024

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The screenshot shows a Zoom mobile application interface. At the top, there is a search bar with the text "Search". Below it, a list of participants is shown, including "Terra Nevitt". The main section displays three meeting rooms, each with a "Join" button and a "7" indicating the number of participants.

- Room 4**: Contains participants Carolyn Jewett, Joslyn Nelson, Judge Alicia Burton, Judge Marilyn Haan, Judge Veljacic, Nicole Ack (not joined), and Rebecca Pennell.
- Room 5**: Contains participants Christopher Stanley (not joined), Judge Lisa Mansfield, Judge Rebecca Glasgow, she/her, Kristin Ferrera, SCJA, Chelan, LaTricia Kinlow, Lorrie Thompson (not joined), and Mary M. Rathbone.
- Room 6**: Contains participants Jessica Humphreys, AWSCA Yakima County, John Hart, Judge Michael Scott, Judge Osler, Justice Debra Stephens, Katie Loring (she/her), and Scott Hillstrom.

At the bottom of the screen, there is an "Options" button, a "Broadcast" button, and a red "Close all rooms" button.

IT Governance Status

September 2024 Report

Summary of Changes

New Requests:	None
Endorsements:	None
Analyzed:	None
CLUG Decision:	None
Authorized:	1382- Web Services Modernization
In Progress:	1385- Blake Program 2024 Technology Update
Completed:	265 - Kitsap District Court CMS to EDR Data Exchange
Closed:	1383 - Blake Program 2024 Technology Update 1384 - Data Integration with AOC system

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	1340	Enterprise Integration Platform and External API	In Progress	Non-JIS
4	1373	Replace Juvenile and Corrections System (JCS)	Authorized	Superior
5	1372	Exhibit Management Software	On Hold	MCLUG
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	1373	Replacement for Juvenile Corrections System (JCS)	On Hold	JISC	High
4	269	Installation of Clerks Edition for Franklin County Superior Court Clerks Office	Authorized	CIO	Low
5	1357	Guardianship Monitoring and Tracking System	Authorized	JISC	Medium
6	1377	Add a 'convictions only' tab in JABS	Authorized	CIO	Medium
Courts of Limited Jurisdiction CLUG					
1	102	Courts of Limited Jurisdiction Case Management System	In Progress	JISC	High
2	1345	Integration of OCourt Platform into CLJ-CMS	In Progress	CIO	High
3	265	Kitsap District Court CMS to EDR Data Exchange	Completed	Administrator	High
4	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	In Progress	CIO	High
4	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
3	1380	Integrate Interpreter Scheduling Systems to Enterprise Justice	Recommended	JISC	High

Authorized
 In Progress
 Completed
 Withdrawn or Closed

ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	Approving Authority	Importance
Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates)					
1	1369	Juvenile Records to DOL Exchange	Authorized	CIO	Mandate
2	1340	Enterprise Integration Platform and External API	In Progress	JISC	Maintenance
3	1374	Implement Hope Card Program	In Progress	CIO	Proviso
4	1352	Upgrade SC-CMS to Enterprise Justice 2023	In Progress	Administrator	Maintenance
5	286	Statewide Reporting	In Progress	Administrator	Maintenance
6	276	Parking Tickets issued in SECTOR - Interim Resolution	In Progress	Administrator	Maintenance
7	1361	Migrate to Office 365	In Progress	Administrator	Maintenance
8	1332	JCS Platform Migration	On Hold	CIO	Maintenance
9	1362	Upgrade BIT	In Progress	Administrator	Maintenance
10	1366	Ability to Remove All Non-Required Parties From a Case	In Progress	CIO	Maintenance
11	1375	Upgrade to .NET Core and add Azure Services to JIS-Link Web Application	In Progress	CIO	Maintenance

Authorized
 In Progress
 Completed
 Withdrawn or Closed

ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	Approving Authority	Importance
Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates) Continued					
12	1296*	Superior Court Text Messaging and E-mail Notifications	On Hold	CIO	Maintenance
13	275	Odyssey to EDR	Authorized	CIO	Maintenance
14	1331	Judicial Contract Tracking System	In Progress	CIO	Maintenance
15	1320	Public Case Search Modernization	On Hold	CIO	Maintenance
16	1297	Self-represented Litigants Access	On Hold	Administrator	New Program
17	1350	Embarcadero IT Modeling System Replacement	In Progress	CIO	Maintenance
18	1368	AOC Enterprise Azure DevOps Onboarding	In Progress	CIO	Maintenance
19	1379	MANDATE: Learning Management System Migration to SumTotal	Authorized	CIO	Mandate
20	1370	Retire Assessments.com (Vant4ge) Servers	On Hold	CIO	Maintenance
21	1378	External Identity Provider Phase 2	Authorized	CIO	Maintenance
22	1382	Web Services Modernization	Authorized	Administrator	Mandate
23	1385	Blake Program 2024 Technology Update	In Progress	CIO	Mandate



Authorized



In Progress



Completed



Withdrawn or Closed

ITG Request Progress

** On Hold

Awaiting Endorsement

Awaiting Analysis

1321** - Send JCAT data to the Data Warehouse to Facilitate Reporting
1381**- Laserfiche to Enterprise Justice Integration - Utilizing Integration Platform

Awaiting Endorsement Confirmation

Awaiting CLUG Recommendation

Awaiting Authorization

1297** - Self-Represented Litigants (SRL) Access to SC & CLJ Courts
1380 - Integrate Interpreter Scheduling Systems to Enterprise Justice

Awaiting Scheduling

256** - Spokane Municipal Court CMS to EDR Data Exchange
269** - Installation Of Clerks Edition For Franklin County Superior Court Clerks Office
270** - Allow MH-JDAT/MAISI data to be accessed through BIT from the Data Warehouse
275** - Odyssey to EDR
1320** - Public Case Search Modernization
1332**-JCS Screen Modernization
1353** - Build New Supreme Court Web Page
1357 – Guardianship Monitoring and Tracking
1369- Juvenile Records to DOL Exchange
1370**- Retire Assessments.com (Vant4ge) Servers
1372** - Exhibit Management Software
1373** – Replace Juvenile and Corrections System (JCS) Web Application
1377 - Add a 'convictions only' tab in JABS
1378- External Identity Provider Phase 2
1379- Learning Management System Migration to SumTotal
1382- Web Services Modernization