



WASHINGTON  
COURTS

## Judicial Information System Committee (JISC)

Friday, February 28, 2025 (10:00 a.m. – 12:00 p.m.)

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

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

***Once registered, you will receive a confirmation email with your personal link to join the meeting.***

### AGENDA

1.	<b>Call to Order</b> a. Welcome & Introductions b. Approval of Minutes	Justice Barbara Madsen, Chair	10:00 – 10:10	Tab 1
2.	<b>JIS Budget Update</b> a. 23-25 Budget Update & Forecast b. 25-27 Budget IT Decision Packages Update	Mr. Chris Stanley, MSD Director	10:10 – 10:25	
3.	<b>Legislative Update</b> a. Request Legislation b. Bills with Potential JIS Impacts	Ms. Brittany Gregory, Associate Director, Judicial & Legislative Relations Mr. Kevin Ammons, ISD Associate Director	10:25 – 10:40	Tab 2
4.	<b>Proposed JISC Rules Revisions – Part 4 (of 4)</b> a. Review Proposed Revisions for: • JISCR 13 – Local Court Systems	Mr. Kevin Ammons, ISD Associate Director	10:40 – 11:00	Tab 3
5.	<b>ITG 1326 – Online Interpreter Scheduling – Preliminary Analysis Findings</b>	Mr. James Wells, Court Program Supervisor, Supreme Court Commissions	11:00 – 11:20	Tab 4
6.	<b>JIS Priority Project #1 (ITG 102): Courts of Limited Jurisdiction Case Management System (CLJ-CMS)</b> a. Project Update b. QA Assessment Report	Mr. Garret Tanner, Program Manager Mr. Allen Mills, Bluecrane	11:20 – 11:40	Tab 5
7.	<b>Other IT Project Updates</b> a. Protection Order Document Sharing (PODS) 2 – CLJ Project (ITG 1388) b. Enterprise Integration Platform (ITG 1340)	Mr. Kevin Ammons, ISD Associate Director Mr. Robert Anteau, PMO/QA Manager	11:40 – 11:55	Tab 6
8.	<b>Committee Reports</b> Data Dissemination Committee (DDC)	Judge John Hart, DDC Chair	11:55 – 12:00	Tab 7
9.	<b>Meeting Wrap Up</b>	Justice Barbara Madsen, Chair	12:00	

10.	<b>Informational Materials</b> 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 <a href="mailto:Anya.Prozora@courts.wa.gov">Anya.Prozora@courts.wa.gov</a> to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodations, as requested.				

**Link to JISC Rules:**

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

## Future Meetings:

### 2025 – Schedule

**April 25, 2025**

**June 27, 2025**

**August 22, 2025**

**October 24, 2025**

**December 5, 2025**

## 2025 Meeting Schedule

### Judicial Information System Committee (JISC)

*See Agenda for Zoom Registration Info*

JISC Meetings 10:00 a.m. - 12:00 p.m.
February 28, 2025
April 25, 2025
June 27, 2025
August 22, 2025
October 24, 2025
December 5, 2025

JISC Meeting Material: [JISC Meeting Material](#)

Meetings are held virtually via Zoom. Meeting registration info is posted in the meeting materials.

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# JUDICIAL INFORMATION SYSTEM COMMITTEE

December 6, 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  
Judge Valerie Bouffiau  
Mr. Derek Byrne  
Mr. Donald Graham  
Ms. Stephanie Kraft  
Mr. Frank Maiocco  
Chief Brad Moericke  
Ms. Heidi Percy  
Mr. Frankie Peters  
Ms. Paulette Revoir  
Ms. Dawn Marie Rubio  
Judge Allyson Zipp

### Members Absent:

Ms. Mindy Breiner  
Mr. Joseph Brusic  
Judge David Mann  
Judge Robert Olson

### AOC Staff Present:

Mr. Scott Ahlf  
Mr. Kevin Ammons  
Ms. Kenzie Amos  
Mr. Robert Anteau  
Ms. Laura Blacklock  
Ms. Brittanie Collinsworth  
Ms. Vonnice Diseth  
Mr. Rob Eby  
Mr. Arsenio Escudero  
Mr. Matthew Flack  
Ms. Wendy Ferrell  
Mr. Patric Haerle  
Mr. Jamie Kambich  
Mr. Bijal Karia  
Mr. Dexter Mejia  
Ms. Aryn Nonamaker  
Ms. Anya Prozora  
Mr. Chris Stanley  
Mr. Garret Tanner  
Ms. Lorrie Thompson  
Ms. Jennifer Wagner  
Mr. James Wells

### Guests Present:

Mr. Jerry Cornfield  
Ms. Lea Ennis  
Ms. Laurie Garber  
Mr. Drew Mikkelsen  
Mr. Terry Price  
Mr. Chris Shambro

## Call to Order & Approval of Meeting Minutes

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

Justice Madsen reminded the Committee members that a separate Executive Session would be held immediately following the JISC meeting. She then asked if there were any changes or additions to be made to the October 25, 2024 meeting minutes. Hearing none, the meeting minutes were approved as written.

## Introduction of New AOC Cyber Information Security Officer, Matthew Flack

Mr. Kevin Ammons introduced Mr. Matthew Flack, AOC's new Cyber Information Security Officer (CISO). Mr. Flack joined AOC on November 1, and his first few weeks were very much trial-by-fire, as his first day coincided with the beginning of the Cyber Event. Mr. Ammons added that Mr. Flack

immediately made significant, positive contributions, and has been an instrumental part of the event response effort over the last month. Mr. Flack recently retired from a 22-year career in the U.S. Army, where he held several positions in IT Operations and Cyber Security, including most recently serving as a Senior Cyber Security Advisor to the U.S. Army Cyber Command at Fort Eisenhower, GA, where he was the head of the cyber security response team. Justice Madsen welcomed Mr. Flack, and added that she has been very impressed with his work thus far throughout the Cyber Event.

### **JIS Budget Update**

Mr. Chris Stanley gave a JIS budget briefing. Recent revenue forecasts show a significant state deficit, which has resulted in a number of communications from the Governor's Budget Office. Executive branch agencies have been asked to work on reductions. While the Judicial branch has not been asked for reductions to the base, it has been asked to trim back its overall budget request. Given the limited time in which to do this, the Supreme Court has opted to make a general budget request reduction of ten percent. The budget deficit is being characterized by OFM as \$10-12 billion. The Governor's budget is due to the Legislature by December 20<sup>th</sup>. Mr. Stanley will update the JISC when the budget is released. Due to the Legislature's ongoing fix of depositing \$10 million a year from the General Fund into the JIS fund, the JIS fund is solvent and in a good position of breaking even every year.

### **Decision Point: Establish Long-Term Person Business Rules (PBR) Sub-Committee**

Mr. Dexter Mejia briefly summarized his presentation to the JISC in October about the work of the Person Business Rules Advisory Committee, which is continuing to review and make the necessary modifications to the purpose and policy statements of the current person business rules. This work is in an effort to better align with the current state and the future landscape, and ultimately to improve the quality of person records that are captured, shared, and managed across the different systems.

Mr. Mejia is asking the Committee today to approve the establishment of a permanent Person Business Rules (PBR) Subcommittee. This request is based on a recommendation from the current PBR Advisory Committee, as well as AOC. The PBR Subcommittee would continue the work of the current advisory committee in: the analysis, enhancements, and updating of the existing Person Business Rules to reflect the current and future landscape of person records management by the Courts and AOC; proposing policy and process changes to the Person Business Rules, and any related procedures to holistically address person management for the Courts; and advise and propose resolution to person records issues impacting the Courts.

If the subcommittee is approved today, the charter from the current advisory committee will be reused, with the same stakeholder representation structure, but there will be slight adjustments to the purpose and membership terms. Mr. Mejia would then go back to the court associations to solicit and/or reaffirm membership. At this time, many of the current members are eager and willing to serve on the permanent subcommittee.

Justice Madsen asked if there was a motion to approve establishing a permanent PBR Subcommittee.

**Motion:** Ms. Heidi Percy

I move that the JISC approve the establishment of a permanent Person Records Business Rules Subcommittee to continuously examine, improve, and uphold the integrity of person records entered, updated, and stored in court case management systems for the State of Washington.

**Second: Chief Brad Moericke**

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

**Opposed:** None.

**Absent:** Ms. Mindy Breiner, Mr. Joe Brusic, Judge David Mann, Judge Robert Olson

The motion passed.

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

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

Mr. Garret Tanner provided an update on the CLJ-CMS project. The nine Early Adopter (EA) courts (Asotin District, Cheney Municipal, Colfax Municipal, Columbia District, Douglas District, East Wenatchee Municipal, Franklin District, Garfield District, and Whitman District (2 locations)) successfully went live with Enterprise Justice, Enterprise Supervision, eFile & Serve, and Defendant Access on October 28, 2025. Unfortunately, due to the Cyber Event in November, the CLJ-CMS team were required to return home from EA court locations after one week of on-site go-live support. The project continues to support the EA courts remotely, and have recently returned to court locations this week through next week so that they may wrap up certain implementation activities.

Also due to the Cyber Event, the two scheduled outreach events in Vancouver and Yakima were cancelled, and will be rescheduled in 2025, along with additional outreach sessions in other locations and online. Mr. Tanner then gave details on other work in progress and next steps; he then highlighted updates to project issues and risks. Additionally, Tyler Technologies will be on-site in early February and will work with AOC and the project to review assumptions and priorities for the year, and to build a new strategic plan for 2025 and beyond.

### **Quality Assurance Assessment Report**

Mr. Allen Mills, with the project's QA vendor Bluecrane, was absent and no QA Assessment Report was given. The full report can be found in the JISC meeting packet.

## **Additional Updates**

### **Update on JISC Rule Submission to Supreme Court Rules Committee**

Mr. Ammons updated the JISC on the progress of the JISC Rule submission to the Supreme Court Rules Committee. Sixteen JISC rules (all but Rule 12, which did not have any proposed changes, and Rule 13, which has yet to be brought to the JISC for discussion) were submitted to the Rules Committee, and they are now all out for comment by order of the Supreme Court. The comment period is scheduled to end on April 30, 2025, after which the Rules Committee will decide whether to adopt (in whole, in part, or with modifications) or reject the proposed amendments.

### **Update on Enterprise Justice 2023 Upgrade for Superior Courts**

Ms. Vonnie Diseth reported that the Enterprise Justice 2023 upgrade for Superior Courts will be taking place this weekend, and will go live on Monday, December 9, 2024.

### **Business Objects (BIT) Upgrade**

Ms. Diseth also reported that the Business Objects (BIT) upgrade, which was originally scheduled to take place on December 14, 2024, has been delayed due to the Cyber Event. Changes need to be made to the end user authentication which were not planned for in the original upgrade; this work is now underway. No new implementation date has been determined at this time, but AOC will notify courts when the new upgrade date has been fixed.

## **WA Courts Network Outage Briefing**

Ms. Diseth and Mr. Ammons gave a briefing on the recent Cyber Event and WA Court Network Outage. Ms. Diseth reminded those present that there is certain information regarding the security of the Washington Courts computer systems and network that cannot be divulged. AOC will share the information that they can, but may not be able to answer some questions due to the nature of the information and the need to protect the systems and network. The briefing included a high-level overview of what happened, a timeline of events, AOC priorities and other activities, communications (what did and did not work), the good news, a national perspective on cyber security from the CCJ/COSCA Cyber Security & Disaster Recovery Summit, and next steps.

It was noted that forensic analysis revealed that this was not a targeted attack on AOC, nor the Judicial Branch. Due to the quick actions of AOC staff, a 'probable' ransomware or data exfiltration attack was thwarted. There is no evidence that court or personal data was accessed, altered, or removed to any outside entities. The Microsoft cyber security experts commended the AOC team for "making the right decisions at the right time" and embracing security change recommendations despite the quick implementation timeframe. Ms. Diseth also recognized and commended Mr. Ammons, Mr. Flack, and Ms. Christine Winslow (ISD Infrastructure Services Manager), who were key players in leading and managing response efforts throughout the event. Justice Madsen also commended AOC for their hard work and diligence throughout the whole event.

AOC expects that recovery and restoration activities will continue throughout the remainder of the month, as there is a significant amount of work that remains to be completed to fully restore all services.

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

Judge Hart reported that the Data Dissemination Committee did not meet this month.

### Meeting Wrap Up & Adjournment

Justice Madsen adjourned the meeting at 11:12 a.m.

### Next Meeting

The next meeting will be February 28, 2025, via Zoom from 10:00 a.m. to 12:00 p.m.

### Action Items

	Action Items	Owner	Status





February 28, 2025

**TO:** Judicial Information System Committee (JISC)  
**FROM:** Brittany Gregory, AOC Associate Director, Judicial and Legislative Relations  
**RE:** 2025 Legislative Update

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### **2025 Legislative Session**

The 2025 legislative session began on January 13, 2025. We are almost halfway through session at this point.

Last Friday, February 21 was policy cutoff for the bills in their chamber of origin.

Today, Friday, February 28 is the last day for bills to be voted out of the House fiscal committees, Senate Ways & Means, and Transportation committees.

Wednesday March 12 is the house of origin cutoff. Bills must be voted out of their chamber of origin by 5pm. Bills will then have to repeat the same process in the opposite chamber.

Wednesday, April 2 is the last day for bills to be voted out of policy committees in the opposite chamber.

Tuesday, April 8 is the last day for bills to be voted out of the House fiscal committees, Senate Ways & Means, and Transportation committees.

Wednesday, April 16 is opposite chamber cutoff. Bills must be voted out of the opposite chamber by 5pm.

Sunday, April 27 is the last day of the regular session.

### **2024 AOC Agency Request Legislation**

The Administrative Office of the Courts (AOC), on behalf of the Board for Judicial Administration (BJA), filed four agency request bills in the 2025 legislative session.

[SHB 1144](#): Request for Additional Superior Court Judicial Positions

- Requests an additional superior court judicial position in Skagit County Superior Court. This will increase the current four judges to five ([RCW 2.08.063](#)). The request is

supported by the most recent Judicial Needs Estimate (JNE) and Skagit County Board of Commissioners.

- Prime Sponsor: Representative Debra Lekanoff
- Amended in Appropriations to add a null and void clause.
- Referred to House Rules.

**SHB 1174**: Court Interpreter Statutory Revisions ([RCW 2.43](#))

- Requests changes to Washington statute ([RCW 2.43](#)) to be compliant with Federal Department of Justice policy interpretation of Title VI prohibiting a court from imposing interpreter costs on parties in all court proceedings and court-managed programs; update statutory verbiage in order to align with the operations conducted by AOCs Court Interpreter Program and industry best practices; and to provide better access to the courts and court services for individuals regardless of their ability to communicate in English.
- Prime Sponsor: Representative Strom Peterson
- Amended in Civil Rights & Judiciary:
  - Subject to the availability of amounts appropriated for this specific purpose, in all court mandated classes, a person with limited English proficiency is not responsible for the cost of the interpreter if that person is: (1) a party; (2) subpoenaed or summoned; (3) a parent, guardian, or custodian of a juvenile; or (4) compelled to appear.
  - Court-mandated classes do not require the use of court-credentialed interpreters. Where court-mandated classes are provided through a court-contracted outside provider, the contract may require the provider to bear the cost of interpreter services.
- Referred to Appropriations.

**HB 1510**: Including Appellate Commissioners in PERS Judicial Benefit Multiplier Program

- Adds appellate commissioners to the PERS Judicial Benefit Multiplier (JBM) Program. The JBM is the percentage used, along with service credit years and Average Final Compensation (AFC), to set the retirement benefit. At a minimal expense, this will increase the desirability of serving as a commissioner or deputy commissioner in the appellate court. Appellate commissioners play an important role in the courts' effort to increase access to justice, they handle the initial review of GR 33 and GR 34 applications, handle numerous pro se requests and motions, and work with the court clerks to administer the initial appellate process for all litigants.
- Prime Sponsor: Representative Jamila Taylor
- Referred to Appropriations

**SSB 5133**: Caregiving as a Mitigating Factor

- This proposal is requesting revision to the statute ([RCW 9.94A.535](#)) to recognize caregiver status as a mitigating factor for the court to consider in sentencing. This is believed to be a mitigating factor because the family structure can provide support in rehabilitation for offenders. Failing to recognize 'caregiving status' as a mitigating factor

adversely impacts those who generally carry the burden of caregiving, predominately women and families without resources.

- Prime Sponsor: Senator Claire Wilson
- Amended in Law & Justice:
  - Prohibits courts from considering a defendant's caregiver status related to an exceptional sentence below the standard range if the defendant is subject to certain child welfare cases or restraining orders or has previously been convicted of certain crimes.
- Referred to Rules

### **Legislative Topics of Interest to the Judiciary in 2025**

So far this session we have seen and discussed bills related to AI in courts, court centralization, the attorney shortage, juvenile points and resentencing, legal financial obligations, judicial discretion, and even the creation of a new civil protection order for impaired driving.

#### *Bills the Legislative Committee has discussed:*

- [HB 1125](#): Providing judicial discretion to modify sentences in the interest of justice (Representative Tarra Simmons)
  - Establishes a process for certain persons convicted of a felony offense to petition the sentencing court for a modification of the original sentence upon meeting specific eligibility criteria. Requires the Office of Public Defense to provide representation for eligible petitioners within existing resources. Requires the Office of Crime Victims Advocacy to establish a flexible fund for certain affected victims, contract with prosecuting attorney's offices to offer related victim advocacy services, and contract with an entity with expertise in victim services to provide related training for victim advocates. Requires the Department of Corrections (DOC) to provide written notice of the petition process to certain incarcerated persons who are or will become eligible to petition, and other relevant entities in the applicable judicial district. Requires the DOC to make an individual reentry plan and the resources necessary to complete the plan available to incarcerated petitioners within six months of their expected release dates from total confinement.
  - Public hearing in Appropriations on 02/22/2025
- [HB 1274](#): Concerning retroactively applying the requirement to exclude certain juvenile convictions from sentencing (Representative Chris Stearns)
  - Expands the list of offenses in which certain juvenile dispositions can be excluded from offender score calculations and makes it retroactive.
  - Amended as it passed out of Community Safety:
    - Modifies the resentencing eligibility criteria by changing the duration of confinement a person currently incarcerated in total confinement must have served by certain modified dates;
    - Permits superior courts to hear petitions outside of the eligibility order prescribed in the bill if the court determines it has capacity; and

- Removes the prohibition on scheduling resentencing hearings before January 1, 2026.
  - Executive hearing in Appropriations on 02/26/2025
- [HB 1362](#): Creating a gambling treatment diversion court pilot program to be conducted by the administrative office of the courts (Representative Chris Stearns)
  - This bill creates a pilot program for a gambling treatment diversion court. AOC is responsible for running the pilot.
  - Passed out of Civil Rights and Judiciary; referred to Appropriations
- [HB 1380](#): Allowing objectively reasonable regulation of the utilization of public property (Representative Mia Gregerson)
  - Requires that any city or town, code city, or county laws that regulate the acts of sitting, lying, sleeping, or keeping warm and dry outdoors on public property that is open to the public be objectively reasonable as to time, place, and manner. Creates a private cause of action for injunctive or declaratory relief to challenge the objective reasonableness of such a law.
  - Executive session in Appropriations on 02/27/2025
- [HB 1426](#): Creating a civil protection order to prevent impaired driving (Representative Lauren Davis)
  - Creates a civil protection order known as an impaired driving protection order (IDPO) to address individuals at risk of impaired driving. Establishes process for seeking and also issuing IDPO. Allows District Courts jurisdiction to issue temporary orders. Creates penalty for filing false petition.
  - Did not make it out of policy committee this session.
- [HB 1460](#): Concerning protection order hope cards (Representative Dan Griffey)
  - This is a fix bill for the Hope Card Program. AOC worked with Representatives Griffey and Davis to ensure the program defined in statute accurately reflects the current capabilities of AOC to implement and administer the program.
  - Executive session in Civil Rights & Judiciary on 02/21/2025
  - AOC testified in support
- [SJM 8006](#): Concerning the limited license legal technician program (Senator Nikki Torres)
  - This bill asks the Washington State Supreme Court to reinstate the LLLT program. It asks the court to expand the LLLT program to new areas of providing assistance at administrative hearings, and debt collection and eviction proceedings. Also requesting a workgroup to be formed to study and provide recommendations regarding how LLLTs could help defendants in CLJS.
  - Passed out of the Senate (49-0); referred to Civil Rights & Judiciary

### **BJA Positions Taken**

The BJA Legislative Committee discussed and voted to formally take a position on the following bills this session:

- [HB 1007](#): Concerning requisites of notice in small claims actions (DMCJA Request Legislation – Representative Sam Low)

- Requires a notice of claim for small claims to state that failure to appear may, rather than will, result in default judgment against the defendant.
  - Passed out of the House (93-0-5); referred to Law & Justice
  - BJA voted to support – signed in pro
- [HB 1207](#): Concerning superior court clerk fees (SOS Request Legislation – Representative My-Linh Thai)
  - This bill creates an additional \$100 surcharge for certain filing fees collected by clerks of superior courts. Requires each county to establish a county clerk administrative assistance fund into which \$65 of the new surcharge must be deposited.
  - Proposed amendment for the executive session in Civil Rights & Judiciary:
    - Reduces the new surcharge from \$100 to \$80.
    - Increases the state's portion of the new \$80 surcharge from \$35 to \$60.
    - Modifies how the state's portion of the surcharge is allocated and requires that:
      - \$20 be deposited in the Public Defense Support Account;
      - \$20 be deposited in the Court Interpreter Support Account;
      - \$5 be deposited in the Library Archives Building Account; and
      - \$15 (rather than \$30) be deposited in the Local Government Archives Account.
    - Creates the Public Defense Support Account and the Court Interpreter Support Account in the state treasury to consist of receipts from the \$80 surcharge.
  - Public hearing in Appropriations on 02/25/2025
  - BJA voted to oppose – testified in opposition
- [HB 1219](#): Concerning the interbranch advisory committee (Representative Jamila Taylor)
  - This bill removes the sunset date for the Interbranch Advisory Committee.
  - Passed out of State Government & Tribal Relations; referred to Rules
  - BJA voted to support – signed in pro
- [HB 1909](#): Establishing the court unification task force (Representative Jamila Taylor)
  - Establishes the court unification task force to conduct a comprehensive analysis of the current Washington state court system, including the review of the structure, policies, practices, and procedures of the state courts, and identify areas where a more unified or centralized approach to court operations may improve efficiency and uniformity in the delivery of court and judicial services. The task force shall convene by October 1, 2025 and will submit its final report to the legislature with recommendations by June 30, 2027.
  - Passed out of Civil Rights & Judiciary; referred to Appropriations
  - BJA voted to support – testified in support of the interbranch engagement
- [SB 5021](#): Concerning retention of court exhibits (Clerk Request Legislation - Senator Keith Wagoner)
  - This bill is requesting a change in the statute regarding retention of court exhibits – amending from the current six-year retention period to five years.
  - Passed out of the Senate (49-0); referred to Civil Rights & Judiciary

- BJA voted to Support – signed in pro

**BJA Legislative Committee Next Steps**

The Board for Judicial Administration (BJA) will begin soliciting proposals for the 2026 legislative session in May. Proposals will be due mid-July.

cc: Dawn Marie Rubio, State Court Administrator  
Haily Perkins, Court Program Supervisor





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# Proposed Bills with Significant JIS Impacts

C. KEVIN AMMONS, ISD ASSOCIATE DIRECTOR  
February 28, 2025

# SHB 1252 – Pretrial Release

**Description:** Requires judicial officers to document their rationale for specific decisions on conditions relating to pretrial release.

**JIS Impacts:** The original bill required courts to submit these orders to AOC and for AOC to allow these orders to be accessible to the public. This would be a very large impact as the JIS does not currently have this ability. The substitute bill does not include this requirement.

**Systems Impacted:**

SC-CMS

EDR

New DMS or Repository (?)



# SB 5426 / HB 1391 – Court Alternatives for Youth

**Description:** Aims to improve outcomes for youth by strengthening diversion programs and increasing data recorded about diversion agreements. Expands the age of diversions to 21 years old and removes diversions from criminal history.

**JIS Impacts:** Update age limits from 18 to 21. Includes new codes, reports, and requirements documentation.

**Systems Impacted:**

SC-CMS

JCS

SCOMIS

# HB 1460 – Hope Card

**Description:** Changes to Hope Card legislation to reflect the program as implemented by AOC.

**JIS Impacts:** Removes items, such as linking to images of all protection orders, that can not be implemented in our current environment.

**Systems Impacted:**  
Hope Card





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

C. KEVIN AMMONS, ISD ASSOCIATE DIRECTOR  
February 28, 2025



# JISCR 13 – Summary of Proposed Revisions

- Last updated on May 15, 1976
- Began with the revision that a working group proposed in 2020, but that was not adopted.
- Incorporated feedback and comments provided during the 2020 rules process.  
[https://www.courts.wa.gov/court\\_rules/?fa=court\\_rules.comment\\_Display&ruleId=4775](https://www.courts.wa.gov/court_rules/?fa=court_rules.comment_Display&ruleId=4775)
- Some revisions made to capture systems being finalized after the previous version was drafted.

# JISCR 13 – ELECTRONIC ~~LOCAL~~ COURT RECORD SYSTEMS

## Preamble

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

- (a) An “electronic court record system” is any electronic court data technology system that is a source of statewide court data identified in the JIS Data Standards for Alternative Electronic Court Record Systems (“JIS Data Standards”).

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

(c) Upon receipt of notice, AOC, on behalf of the JISC, will transmit to the local jurisdiction an information packet including, but not limited to, the JIS Data Standards, corresponding Implementation Plan, information on the IT Governance process, and the statewide data repository onboarding process. The local court and/or county clerk will meet with the AOC to discuss the information packet, the schedule for implementation, and ongoing obligations. The schedule for the local electronic court record system to begin sending data should not have an implementation date of more than two months from the local jurisdiction's implementation of the local electronic record system, unless agreed by the presiding judge and/or county clerk and AOC.

- (d) After meeting with AOC to discuss the information packet, the presiding judge and/or county clerk will certify that they accept the obligation to comply with the JIS Data Standards and the corresponding Implementation Plan, to provide a system that will send the data to the statewide data repository, and to maintain and support the court's local system and the integration with the statewide data repository. AOC will certify that they will support the Implementation Plan and maintain and support the statewide data repository and the integration interface provided for local electronic record systems.
- (e) Individual courts and/or county clerks are responsible for arranging resources for implementing and maintaining locally procured electronic court record systems and for programming and testing local systems that interface with the statewide data repository.



- (f) As soon as practicable after selection of an electronic court record system the court will provide a project schedule and a detailed plan for integration to the statewide data repository and will also provide ongoing updates and changes to the schedule and plan.
- (g) The court and/or county clerk will supply data to the statewide data repository in accordance with the JIS Data Standards. Any exchange with the statewide data repository will contain the full and complete set of data in accordance with the JIS Data Standards.

### Comments:

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

# Next Steps

- Request that members provide feedback from their associations and groups
  - Send feedback to Kevin Ammons
- Based on the feedback, this rule will return for the April JISC for discussion and possible Decision Point

## **JISCR 13 – ELECTRONIC LOCAL COURT RECORD SYSTEMS**

### Preamble

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

- (a) An “electronic court record system” is any electronic court data technology system that is a source of statewide court data identified in the JIS Data Standards for Alternative Electronic Court Record Systems (“JIS Data Standards”).
- (b) Counties or cities may establish or replace local alternative electronic court record systems in compliance with procedures established by the Judicial Information System Committee (JISC). Counties or cities wishing to establish or replace a local alternative electronic automated court-record systems shall provide advance notice of the proposed development to the Judicial Information System Committee JISC and the Administrative Office of the Courts (AOC) Office of the Administrator for the Courts at least 90 days prior to the start of the procurement process commencement of such projects for the purpose of review and approval coordination.
- (c) Upon receipt of notice, AOC, on behalf of the JISC, will transmit to the local jurisdiction an information packet including, but not limited to, the JIS Data Standards, corresponding Implementation Plan, information on the IT Governance process, and the statewide data repository onboarding process. The local court and/or county clerk will meet with the AOC to discuss the information packet, the schedule for implementation, and ongoing obligations. The schedule for the local electronic court record system to begin sending data should not have an implementation date of more than two months from the local jurisdiction’s implementation of the local electronic record system, unless agreed by the presiding judge and/or county clerk and AOC.
- (d) After meeting with AOC to discuss the information packet, the presiding judge and/or county clerk will certify that they accept the obligation to comply with the JIS Data Standards and the corresponding Implementation Plan, to provide a system that will send the data to the statewide data repository, and to maintain and support the court’s local system and the integration with the statewide data repository. AOC will certify that they will support the Implementation Plan and maintain and support the statewide data repository and the integration interface provided for local electronic record systems.

- (e) Individual courts and/or county clerks are responsible for arranging resources for implementing and maintaining locally procured electronic court record systems and for programming and testing local systems that interface with the statewide data repository.
- (f) As soon as practicable after selection of an electronic court record system the court will provide a project schedule and a detailed plan for integration to the statewide data repository and will also provide ongoing updates and changes to the schedule and plan.
- (g) The court and/or county clerk will supply data to the statewide data repository in accordance with the JIS Data Standards. Any exchange with the statewide data repository will contain the full and complete set of data in accordance with the JIS Data Standards.

Comments:

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





# **ITG 1326 – Online Interpreter Scheduling Preliminary Analysis**

**JAMES WELLS, COURT PROGRAM SUPERVISOR**  
February 28, 2025

# Impact on Access to Justice

- All trial courts required to provide interpreters
- Limited English Proficiency population in WA
  - 8% (approximately 525,988 Washingtonians)
- Deaf or hard of hearing population in WA
  - 4% (approximately 254,619 Washingtonians)
- Interpreter events/assignments in FY2024 for courts in reimbursement program\*
  - 43,500

*\*Language Access and Interpreter Reimbursement Program*

# Current Landscape

- Court interpreters are mostly independent contractors
- Non-unified courts system with inconsistent scheduling practices:
  - Manual scheduling using tools such as Outlook, Excel, emails, whiteboard or pen/paper
  - Use scheduling software developed in-house or from commercial vendor
  - Contract with agencies
- Labor-intensive processes resulting in inefficiencies



# Need for Statewide System

- Application that can be used by all courts
- Standardized scheduling process
- Efficient Scheduling Process
  - Access to centralized database with interpreter qualifications
  - Real-time updates on interpreter availability visible to all courts
  - Streamlined communication between courts and interpreters
- Reduction in staff time
- Potential integration with other JIS applications



# Background

- Received funding from the legislature to investigate the current market and need for a statewide interpreter scheduling system
- Stakeholder group formed with representatives from different court levels and interpreters
- Business analysts identified the current state of scheduling, identified business requirements from needs, and reviewed available commercial software
- The following are the preliminary findings from this analysis

# Core Functions - Courts

- Schedule and manage assignments
- Customization of assignments and interpreter preference
- Real-time notification and alerts on interpreter availability
- Upload case information and forms
- Generate reports on interpreter usage

# Core Functions - Interpreters

- Access to statewide interpreter assignments through a centralized system
- Create and update interpreter profile
- Real-time notification on assignments including cancellations and modifications
- Access to assignment logs

# Options Analysis

- Commercial-Off-The-Shelf (COTS) solution recommended rather than in-house development
- Five available COTS products evaluated based on the requirements
- The analysis determined that there are COTS products available that can meet these business needs

# Next Steps

- Present at the April JISC Meeting with updated information:
  - Forecast of adoption rates
  - Estimated costs of a scheduling system
  - Additional survey data on court practices
- Obtain JISC approval at future meeting,
- If JISC approves moving forward:
  - Request funding from Legislature for the 2027-2029 biennium
  - If funded, begin procurement process for scheduling system

# Questions?



# Administrative Office of the Courts

---

## **Court Interpreter Scheduling System Project**

### **Business Requirements**

**Version No: 1.8**

**Date: September 12, 2024**

**ADMINISTRATIVE OFFICE OF THE COURTS**

1206 Quince Street SE • P. O. Box 41170 • Olympia, WA 98504-1170  
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## Document Information

**Business Analyst:** Tammy C Harris (Contractor), Rachel Shows (Contractor), and Jamie Kambich

## Revision History

Doc. Version #	Change Request #	Revision Date	Summary of Changes
1.1		3/19/2024	Initial draft
1.2		8/13/2024	Added Scope of work, capabilities feature, context diagrams, functional and non-functional requirements.
1.3		8/21/2024	Addressed comments from Kevin Ammons
1.4 & 1.5		8/23/24	Updated and responded to Jamie's comments
1.6		9/3/2024	Resolved Isabelle Molamphy's comments
1.7		9/04/2024	COMBINED comments with resolutions/tch
1.8		9/12/24	Comments resolved

## I. Introduction and Background

All trial courts in Washington State must provide interpreters for court customers to ensure equal access to justice and scheduling of court interpreters can be a barrier to providing that access. To ensure equitable access to the courts, courts must provide interpreters for court customers who have limited English proficiency or are deaf or hard of hearing. Considerations for scheduling include the availability of interpreters in each language, the location and length of the encounter, the qualifications of the interpreter, the proximity of the interpreter to the court, the amount of notice the court needs to provide for the interpreter service, and so on.

This project would impact Washingtonians who are Limited English Proficient and those who are deaf or hard of hearing. Approximately 8 percent of Washington's total population are Limited English Proficient individuals, approximately 525,988 Washingtonians. About 4 percent are deaf or hard of hearing, approximately 254,619 Washingtonians. Every courthouse in Washington State has served, will serve, or currently is serving people from the Limited English Proficient or deaf or hard of hearing community.

If this project is unsuccessful, courts will continue to use their current processes to schedule interpreters. The current processes include third-party software systems, local systems, or manual processes.

This project also directly advances two Judicial Branch policy objectives:

1. **Accessibility and Commitment to Effective Court Management** by promoting equal access to justice for all individuals regardless of their ability to communicate in the spoken English language. Language interpreters play an essential role in ensuring due process and helping court proceedings function efficiently and effectively.
2. **Commitment to Effective Court Management** by making a state-provided software application available for courts to schedule court interpreters. This application would reduce costs to courts using third-party software products and would provide courts using manual process a more efficient process to complete this vital function.

## **II. Current State**

Scheduling court interpreters can be a complex process for the courts as interpreter scheduling is often a manual, labor-intensive process for court staff, and the ramifications and stakes of not getting a court credentialed interpreter promptly is an access to justice issue.

Several courts have found solutions to the otherwise manual process of scheduling interpreters. One solution is to pay a commercial vendor who helps the court schedule interpreters. That solution adds more costs to the court and to the interpreter paying the vendor for the service. Another solution that courts have found is using an online interpreter scheduling service, operating as a software as service platform. This solution is a cost effective and efficient way for courts to schedule court credentialed interpreters promptly. Unfortunately, one of the most popular online interpreter scheduling services plans to discontinue this service. Without a statewide application to rely on, courts must find their own solution and replace that solution if a vendor changes or discontinues a service.

Currently, most courts do not have an interpreter assignment tracking system to make sure the same interpreter is assigned to the same case going forward without having to open other applications to do so. By conducting the requirements gathering, analysis, and options analysis, the Administrative Office of the Courts (AOC) will be laying the foundation for implementing a statewide solution to address this key need of the state's courts.

## **III. Business Need**

An ideal solution would provide a statewide online interpreter scheduling application that could be used by every court in Washington State. At a minimum, the system would allow searches for court credentialed and non-credential interpreters and schedule them based on location, language, payment terms, expected job duration, interpreter travel distance, etc. It would also provide notification, confirmation, and reminders to interpreters via email or text. Ideally, the system could also directly connect to remote participation with the interpreter either by telephone or video. The system could also connect to the Language Access Interpreter Reimbursement Program and have the possibility of connecting to the courts' case management systems. Connecting to the reimbursement program would provide greater efficiency for courts and AOC staff administering the program, as courts would no longer have to manually enter data on their interpreter usage data as it will already be captured by the scheduling software.

The interpreter scheduling system would provide these capabilities:

- Greater accessibility to the courts for people who speak languages other than English or are deaf or hard of hearing.
- Enables courts to have quicker and easier access to the statewide interpreter database and let them schedule interpreters through a one-stop shop.
- An easier, more efficient, and more effective way for courts to ask for court credentialed interpreters, and for interpreters to accept and calendar multiple court assignments.
- Reduces court staff time needed to schedule interpreters, allowing more court staff time for other court matters.
- Reduce costs associated with interpreter cancellations because it will be easier and quicker for courts to schedule and cancel interpreters without incurring cancellation costs.

- Reduces court staff time needed to input court interpreting data needed for the Language Access Interpreter Reimbursement program.
- Interpreters can accept assignments instantly with enough information to ascertain if they are the proper fit for a case or Limited English Proficiency party.
- The Limited English Proficiency or deaf or hard of hearing person has the potential to have consistent language services throughout a case.

## IV. Scope of Work

To support the Washington Courts, interpreters, and Limited English Proficiency or deaf or hard of hearing person in the management of interpreters, accounts, and scheduling, the AOC will pursue a technology-based system that will support the following business capabilities:

### 1. Manage AOC Interpreter Information

The ability for AOC staff to manage Interpreter contact information, generate, and access interpreter service reports, and maintain a main list of interpreters. This includes adding, updating, and soft deleting interpreter information, and ensuring real-time updates for scheduling. Integrated with the reimbursement system.

### 2. Manage Court Staff and System Settings

The ability for court staff to create, modify, and delete user roles, apply access controls, manage interpreter profiles, and control system settings through their dashboard. This capability ensures secure and up-to-date user management and system scalability.

### 3. Manage Interpreter Profiles and Assignments

The ability for interpreters to manage their profiles, including availability, preferences, and qualifications. The system supports interpreters with a unique ID for accurate tracking and links their profiles to assignments and invoices, ensuring streamlined profile management and assignment tracking.

### 4. Manage Notifications and Alerts

The ability to generate, view, add, and delete notifications and alerts for court staff and interpreters. This includes notifications for new cases needing interpreters, job postings, certification expiry alerts, booking confirmations, and status changes, ensuring all relevant parties are informed.

### 5. Manage Credential Verification

The ability for court staff to easily identify credentialed and non-credentialed interpreters, ensuring proper assignment and compliance with certification standards.

### 6. Manage Interpreter Scheduling

The ability for court staff to search for and schedule interpreters based on case requirements, availability, and language expertise. This includes managing recurring assignments, preventing overlapping bookings, and providing flexibility in assignment acceptance for interpreters.

### 7. Manage Assignments

The system shall provide ongoing status updates for interpreter assignments at key stages, including when assignments are initiated, assigned, completed, or canceled. The ability for court staff to oversee and manage all interpreter assignments, including creating, updating, canceling, and reassigning bookings. The system ensures that interpreters have accurate case details and allows flexible scheduling and assignment management. Additionally, the system shall maintain real-time tracking and visibility of assignment statuses to help with efficient management and communication.

### 8. Reporting and Analytics

The ability to generate, view, and export reports for both court staff and interpreters. This includes reports on billing, interpreter performance, workload, scheduling, and financial records, integrated with data visualization tools like Tableau and Power BI.

## **9. System Customization and Accessibility**

The ability to customize the user interface, including dashboard views, text resizing, and language options. The system supports accessibility features and provides context-based help and electronic training materials, ensuring usability and user satisfaction across all roles.

## **10. System Capabilities and Efficiency**

The ability to provide features like autocomplete, autofill, and calendar functionalities, enhancing user efficiency and accuracy in data entry. The system also includes real-time updates, role-based access control, and filters to easily locate specific reports.

## **11. Integrate with Existing Systems**

The ability to integrate with both the AOC-supported reimbursement system and the existing case management systems used by the courts. This integration streamlines business processes, reduces double-data entry, and increases automation between scheduling, reimbursements, and case data, improving accuracy and reducing manual effort.

# **V. Business Capability Features**

The following describes the desired high-level features of the business capabilities identified above.

## **1. Manage AOC Interpreter Information (Scheduling Dashboard with AOC access)**

- a) Ability to manage AOC Interpreter contact information, including adding, updating, and deleting details.
- b) Ability to generate, view, and download various reports related to interpreter services.
- c) Ability to maintain and manage a main list of interpreters.
- d) Ability to ensure real-time updates to interpreter information for effective scheduling.

## **2. Manage Court Staff and System Settings (Court Staff Dashboard)**

- a) Ability to create, modify, and delete user roles and apply access controls.
- b) Ability to manage interpreter profiles, including status updates.
- c) Ability to manage user management and system scalability.
- d) Ability to control system settings and restrict report production based on user roles.
- e) Ability to add and schedule interpreters for immediate assignments.

## **3. Manage Interpreter Profiles and Assignments (Interpreter Dashboard)**

- a) Ability to interpreter profiles, including availability, qualifications, and preferences.
- b) Ability to assign and link AOC Issued Unique IDs to interpreters for tracking and management.
- c) Ability to ensure accurate and consistent tracking of interpreter assignments and invoices.

## **4. Manage Notifications and Alerts (Manage Notifications)**

- a) Ability to generate, view, add, and delete notifications for court staff and interpreters.
- b) Ability to notify relevant parties of new cases, job postings, certification expiries, and book confirmations.
- c) Ability to manage notifications regarding interpreter status changes.

## **5. Manage Credential Verification (Manage Interpreter Credential Verification)**

- a) Ability to identify credentialed and non-credentialed interpreters to ensure proper assignment.
- b) Ability to ensure compliance with certification standards for interpreters.

## **6. Manage Interpreter Scheduling (Manage Interpreter Scheduling)**

- a) Ability to search for and schedule interpreters based on case requirements, availability, and language expertise.
- b) Ability to manage recurring assignments and prevent overlapping bookings.
- c) Ability to give interpreters flexible assignment acceptance options.

## **7. Manage Assignments (Manage Assignments)**

- a) Ability to oversee and manage all interpreter assignments, including creating, updating, canceling, and reassigning bookings.
  - b) Ability to give interpreters detailed case information for informed decision-making.
  - c) Ability to allow flexible scheduling and assignment management.
- 8. Reporting and Analytics (Reporting and Analytics)**
- a) Ability to generate, view, and export reports for court staff and interpreters.
  - b) Ability to integrate reports with data visualization tools like Tableau and Power BI.
  - c) Ability to schedule reports and run them on an ad hoc basis for timely access to information.
- 9. System Customization and Accessibility (System Capabilities)**
- a) Ability to customize user interface elements, including dashboard views and accessibility features.
  - b) Ability to provide context-based help and electronic training materials for all user roles.
  - c) Ability to offer language options and ensure usability for users with disabilities.
- 10. System Capabilities and Efficiency (System Capabilities)**
- a) Ability to enhance user efficiency with features like autocomplete, autofill, and calendar functionalities.
  - b) Ability to provide real-time updates and role-based access control.
  - c) Ability to include filters and search functionality for efficient data access.
- 11. Integrate with Existing Systems (System Integrations)**
- a) Ability to integrate with the AOC reimbursement system to automate scheduling and reimbursement processes.
  - b) Ability to integrate with AOC supported case management systems to automate and streamline case data entry and interpreter scheduling.





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

GARRET TANNER, PROJECT MANAGER  
February 28, 2025



# Project Scope

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

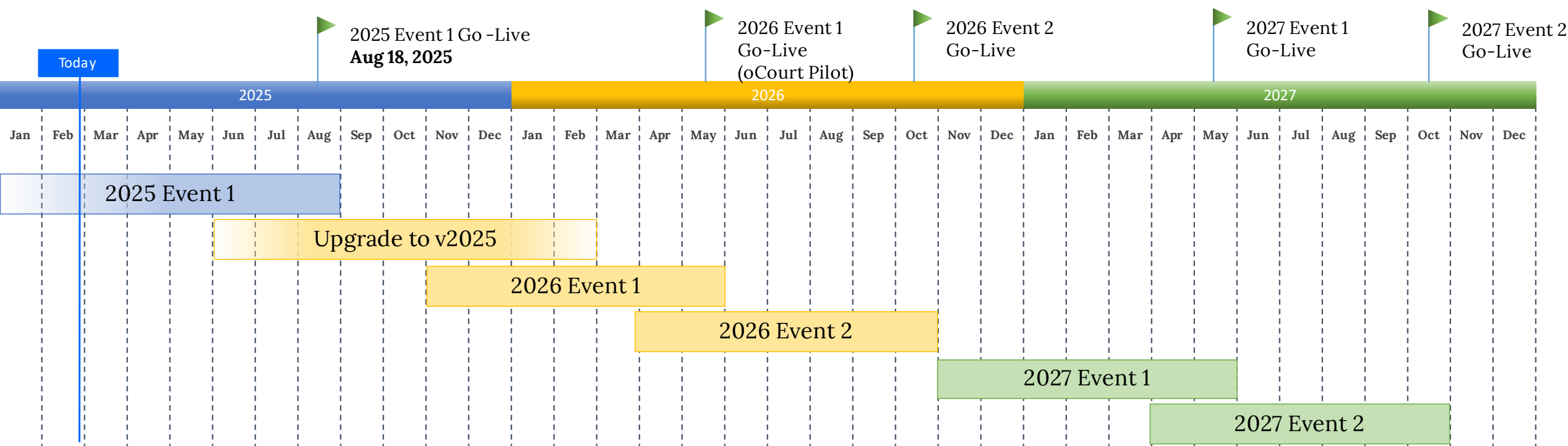


# Updated Project Approach

- 2025 Event 1
  - 20 District & Municipal Courts\*
- Enterprise Justice upgrade to version 2025
- 2026 Event 1
  - 18 District & Municipal Courts\*
  - 11 Traffic Violations Bureaus
- 2026 Event 2
  - 33 District & Municipal Courts\*
- 2027 Event 1
  - 25 District & Municipal Courts\*
- 2027 Event 2
  - 20 District & Municipal Courts\*
  - 2 Traffic Violations Bureaus

\* And Probation departments

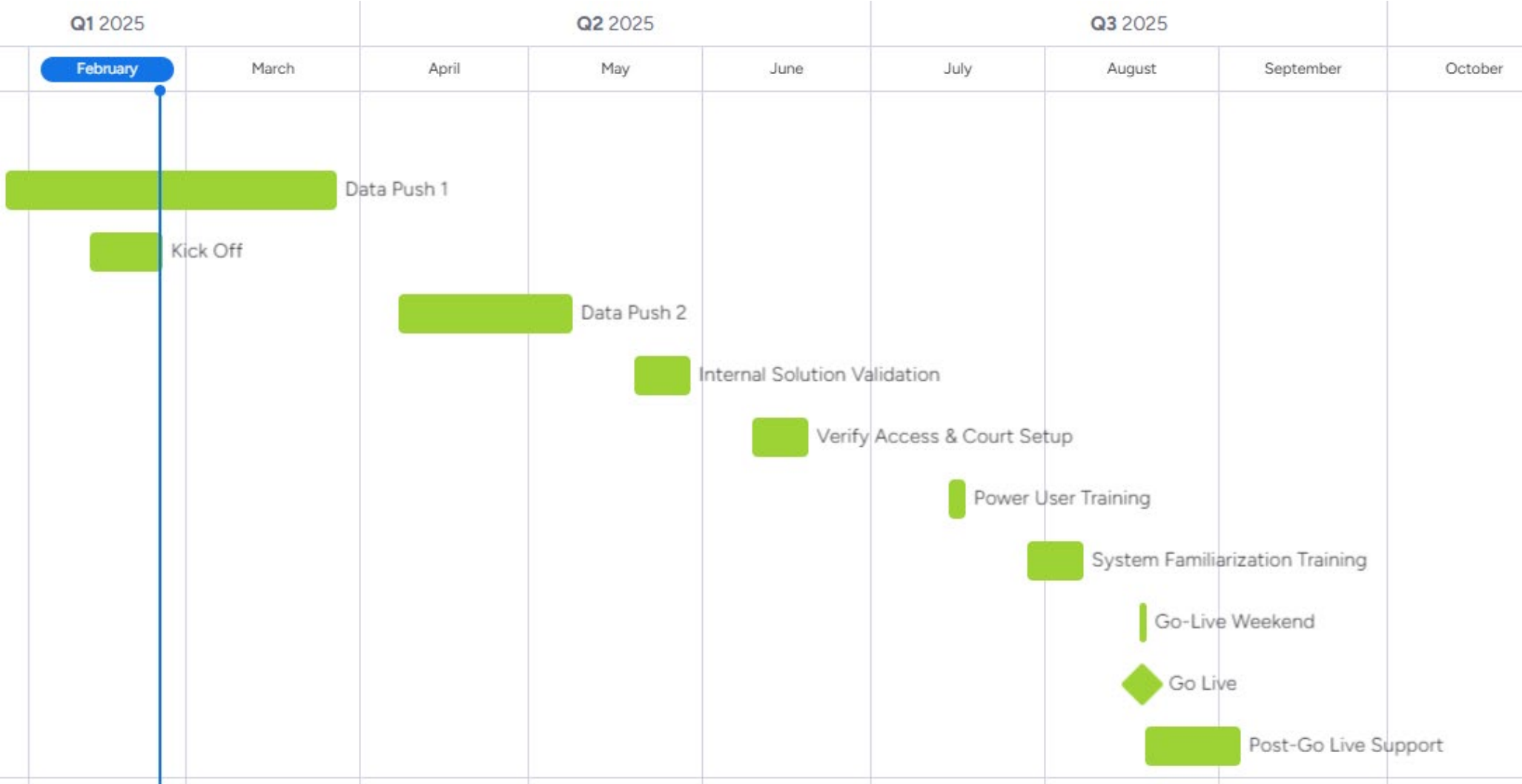
# Updated Project Approach



# 2025 Event 1

- Adams District (Othello and Ritzville) and Probation
- Airway Heights Muni and Probation
- Benton District and Probation
- Blaine Muni and Probation
- Clallam County (Forks and Port Angeles) and Probation
- Everson-Nooksack Muni
- Ferndale Muni
- Lincoln District and Probation
- Lynden Muni
- Othello Muni
- Pasco Muni and Probation
- Sumas Muni
- Upper/Lower Kittitas District and Probation
- Walla-Walla District and Probation

# 2025 Event 1



# Project Outreach 2025

## Statewide Outreach Sessions

- ✓ February 26, Vancouver
- April 9, Yakima
- June, Spokane
- August / September, Marysville

## Online System Demonstrations

- March 4
- June 3
- August 28
- November 4

# Work in Progress

- Tacoma Municipal Support (ongoing)
- Fircrest-Ruston Support (ongoing)
- Early Adopter Support (ongoing)
- 2025 Event 1 Kickoff (through 2/27)
- Enhancements & Bug Fixes to support 2025 Event 1
  - Enhancements to be delivered in March, May, and June
  - Bug fixes to be delivered in February, March, April
- Enterprise Justice version 2025 Upgrade Planning

# Project Issues – February 2025

Active Issues	
Issue	Mitigation
<b>Local Rule</b> – In order for eFiling to be mandatory, courts need to enact the rule or make eFiling mandatory.	(April 5, 2022) DMCJA is championing a Statewide rule for mandatory eFiling. Courts will need to enact a local rule in the meantime.
<b>Staffing / Hiring</b> – CLJ-CMS has been unable to fill several key positions.	<b>(February 24, 2025) CLJ-CMS recruiting efforts are ongoing.</b>
<b>WSP Law Table Updates</b> – WSP needs to update their law tables to accept two versions (one for JIS Courts and one for Enterprise Justice Courts).	(November 20, 2024) Fixes have been delivered from the vendor. Testing was impacted due to AOC System Outage but has been resumed as of 11/18.
<b>OCourt Pilot Integration</b> – 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.	<b>(February 6, 2025) The oCourt Pilot will be delayed to 2026 due to the Enterprise Justice v2025 upgrade.</b>



# Project Risks – February 2025

Total Project Risks			
Low Probability	Moderate Probability	High Probability	Closed
1	3	0	20
High Risk Status			
Risk	Probability / Impact	Mitigation	
<b>Court Learning Curve</b> – It is expected that some users will experience short-term reduced efficiencies when compared against more established legacy systems.	Moderate / Moderate	(November 20, 2024) Feedback from User Training is positive for those courts that were able to dedicate time to it. AOC System Outage from 11/4 to 11/18 have impacted users' ability to practice what they learned so the long-term effectiveness of training is yet to be seen. Additional job-aids and reference materials have been built and delivered to all courts to mitigate.	

# Project Risks – February 2025

High Risk Status		
Risk	Probability / Impact	Mitigation
<b>Performance Issues</b> – System performance must meet user expectations. The legacy systems are well established and very fast, and the new systems must be performant.	Moderate / Moderate	(November 20, 2024) System performance with EA courts live has been acceptable. Efforts are being made to further enhance system performance.

# Project Risks – February 2025

High Risk Status		
Risk	Probability / Impact	Mitigation
<b>Enterprise Justice Upgrade – CLJ-</b> CMS will need to plan to take a system upgrade some time in 2025.	High / High	<b>(February 6, 2025) Tyler has recommended CLJ-CMS upgrade to Enterprise Justice version 2025 starting in 2025. Pilot, Early Adopter, and 2025 Event 1 courts will get the upgrade in early 2026. 2026 and 2027 courts will be implemented on version 2025.</b>

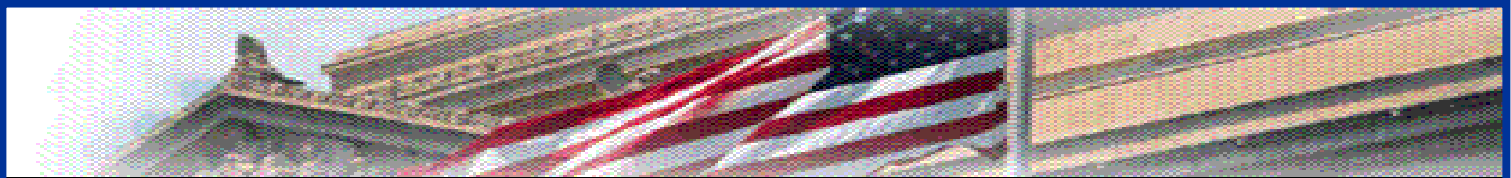
# Next Steps

Milestone	Date
2025 Event 1 Implementation	Ongoing
Project Outreach Session – Online Demo	March 4
Project Outreach Session – Yakima	April 9

# 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**

**February 2025**

Prepared by  
**Bluecrane, Inc.**





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February 28, 2025

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 February 2025.

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 February 2025 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.

On February 5–6, 2025, “Strategy Session” meetings were held in Olympia with AOC, Tyler Technologies (Tyler), bluecrane, and the co-chairs and a member of the CLJ-CMS Project Steering Committee (PSC) in attendance. At the beginning of the first meeting on the first day, the Washington Administrator of the Courts set the tone for the meetings. She expressed disappointment with Tyler’s failure to deliver on its commitments and stated that unless changes are made immediately, the next step for AOC will be to seek contractual remedies. The meetings proceeded with numerous issues raised and discussed. On the afternoon of the second day, Tyler presented a “strawdog” very high-level schedule for the almost three years remaining on the CLJ Project.

From an independent risk assessment perspective, two key areas of risk are clear after the Strategy Session meetings. First and foremost, Tyler must address the outstanding defects and developmental activities which have lagged for far too long. During the course of the first day’s sessions, AOC presented a chart depicting the “aging” of outstanding defects. The chart showed that there are Priority 2 defects that have been outstanding for over 1,000 days. The Tyler contract contains a Service Level Agreement (SLA) for Priority 2 defects that requires those defects to be addressed within five days. While Tyler admitted that they have failed to meet their commitments, the fact remains that these types of issues are why the Pilot and Early Adopter courts have so many “workarounds” to address the shortcomings of the new solution and why there is relatively widespread dissatisfaction with the solution. ***If these defects are not fixed prior to Solution Validation (SV) for deployment Event 1 in 2025 (SV is scheduled to begin in late April 2025), the risk to the success of the CLJ-CMS Project is extremely high.*** If these defects are not resolved by the start of SV, the next key area of risk (the remaining project schedule through the end of 2027) may be a moot subject.

If fixes for the defects are delivered when needed and work successfully, this will go a long way to improving the credibility of the CLJ-CMS Project and the Tyler solution among the Washington Courts community. However, the schedule that Tyler has proposed for activities between now and the end of 2027 is ***extremely risky***, to say the least. The proposal—which is still under review and consideration by AOC—is to perform an upgrade to the Tyler solution after deployment Event 1 in 2025. Tyler believes that the upgrade can be tested and deployed by early calendar year 2026. While the prospect of having defects remedied and a more modern “platform” for the CLJ solution is an attractive prospect, this would leave less than two years to deploy the solution to over 93 geographically dispersed CLJ courts in Washington.

The degree of overlapping activities across multiple deployment workstreams in 2025, 2026, and 2027 appears untenable, given AOC’s resources. More details are needed to provide a full assessment, but our intuition is that a detailed schedule of all activities over the next three years that is “fully resourced”



(meaning the amounts and kinds of staff resources needed for all activities in each of the next approximately 34 months are identified) will reveal that AOC does not have the resources needed to execute the plan successfully.

In addition, the proposed plan assumes that the software upgrade suggested to start in 2025 completes successfully in 2026. The last software upgrade to the Superior Court – CMS took 18 months. If the CLJ-CMS upgrade takes longer than projected, then what is the resolution? The courts have a “shiny new object” to deploy and no time or money left to accomplish the statewide rollout.

*bluecrane* was the project manager on a (non-Washington) statewide deployment in 2017–2018 that required hardware and software deployment to 176 field offices in eight months after a four-month effort to fix the most critical of over 700 defects. (This was a state government non-court-related solution and did not involve Tyler Technologies.) The project was a two-year project entering its fifth and final (due to expiring budget) year when we arrived. We successfully completed the project, but it was a “death march,” involving 12–15 hour workdays for our staff and the state’s staff. And, in this case, the state assured us before we started that there were plenty of staff resources to replace those who suffered burnout and left the project along the way. While we were successful, it was “not pretty”—and the solution went live with very serious defects known to the state who, in turn, continued to deal with them for several years afterward.

Unfortunately, AOC does not have unlimited staff resources or budget. Even if budget were not an issue, the knowledgeable staff needed are not likely to be available within the time required. Put another way, AOC has been “painted into a corner” by the failure to address outstanding defects and achieve the rollout timeline that was envisioned for CLJ-CMS.

In summary, from our independent point of view:

1. Outstanding defects and development activities which are long overdue must be resolved by the start of SV for deployment Event 1 in 2025 (approximately late April).
2. Using standard project management best practices, more details must be developed for the proposed deployment plan that demonstrate the plan is achievable within the staff and budget resources remaining with a high degree of confidence.
  - a. The plan must take into account the likelihood of other dependencies such as the Integration Platform delivery and the OCourt integration occurring successfully on the timelines required for CLJ-CMS.

Until these two areas are addressed satisfactorily, the CLJ-CMS Project is at very high risk of not succeeding as planned.

*bluecrane* recommends that AOC develop a simple roadmap for its decision-making and begin moving through the decision process as soon as practicable. For example, before AOC makes a decision on numbers 1 and 2 above, insist that Tyler provide:

- A plan for fixing the Priority 2 defects over the next two months before SV begins for 2025 Event 1 deployment



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- A list of tangible benefits that AOC and the courts will gain as a result of the software upgrade
  - Commitment that General Rule (GR) 15 related to the handling of sealed documents will be addressed by the upgrade
  - A list of other reasons for AOC and the courts to “pause” deployments while waiting for the upgrade (There are obvious benefits to Tyler, including less need for staff skilled in the older software version. The benefits to AOC and the courts are less obvious.)
- An upgrade schedule that includes the AOC resource assumptions that Tyler has made to complete the upgrade
- A description of how Tyler will maintain the version of the software currently in use by CLJ courts **at the contracted service levels** during the upgrade period
- A schedule, with the AOC resource assumptions noted above, for completing the deployments of the CLJ solution, including the upgraded Enterprise Justice software, to the remaining courts; the schedule must explicitly show interdependencies on non-CLJ activities and resources such as the Integration Platform Project, the OCourt integration that will utilize the Integration Platform, and any others
- In addition, the schedule must include the activities and AOC resources that are needed to implement 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

As a final thought, perhaps a third area for AOC to investigate is whether contractual remedies for the delivery failures of the past several years could fund “contingency time” that permits some reduction in the degree of overlapping activities in the currently proposed plan.



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

Table 1 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	February 2025	January 2025	December 2024
Schedule: Case Management	High Risk	Risk	Risk
Schedule: Supervision	High Risk	Risk	Risk
Schedule: eFiling	High Risk	Risk	Risk
Scope: Case Management	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Scope: Supervision	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Scope: eFiling	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Project Staffing	Risk	Risk	Risk
Governance	Risk	Risk	Risk
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	February 2025	January 2025	December 2024
PMO Processes	No Risk Identified	No Risk Identified	No Risk Identified

**People**

Assessment Area	February 2025	January 2025	December 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	February 2025	January 2025	December 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	February 2025	January 2025	December 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	Risk Being Addressed
Testing: Supervision	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Testing: eFiling	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed
Deployment: Case Management	High Risk	Risk Being Addressed	Risk Being Addressed
Deployment: Supervision	High Risk	Risk Being Addressed	Risk Being Addressed
Deployment: eFiling	High Risk	Risk Being Addressed	Risk Being Addressed



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Data			
Assessment Area	February 2025	January 2025	December 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	February 2025	January 2025	December 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	Risk Being Addressed
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		
	Feb. 2025	Jan. 2025	Dec. 2024
	High Risk	Risk	Risk

#### Findings

This month, the detailed findings related to schedule are provided in the Executive Summary of this report due to the dire nature of the schedule risks. Please refer to the Executive Summary for background on these risks.

In addition, the transition to a new Tyler Project Manager at this critical junction for the CLJ-CMS Project remains a risk of high concern.

#### Risks and Issues

**Risk 1:** The departure of Tyler's Project Manager is a risk to the CLJ-CMS schedule.

**Risk 2:** Delays in the resolution of production support issues and other defects are a risk to the success of future deployments. As discussed in the Executive Summary, the defects and production support issues must be addressed prior to the start of SV for the 2025 Event 1 deployment which is scheduled for late April 2025.

**Risk 3:** The underlying assumptions (e.g., duration of software upgrade effort), lack of details on needed AOC resource requirements, and projected overlapping streams of activities make the "strawdog" schedule presented by Tyler on February 6, 2025, **extremely risky** and frankly not credible in any practical sense.

## 2.1.2 Schedule: Supervision

Project Management and Sponsorship			
Schedule: Supervision	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	High Risk	Risk	Risk

### Findings

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

### Risks and Issues

**Risk 1:** The departure of Tyler's Project Manager is a risk to the CLJ-CMS schedule.

**Risk 2:** Delays in the resolution of production support issues and other defects are a risk to the success of future deployments. As discussed in the Executive Summary, the defects and production support issues must be addressed prior to the start of SV for the 2025 Event 1 deployment which is scheduled for late April 2025.

**Risk 3:** The underlying assumptions (e.g., duration of software upgrade effort), lack of details on needed AOC resource requirements, and projected overlapping streams of activities make the "strawdog" schedule presented by Tyler on February 6, 2025, **extremely risky** and frankly not credible in any practical sense.

## 2.1.3 Schedule: eFiling

Project Management and Sponsorship			
Schedule: eFiling	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	High Risk	Risk	Risk

### Findings

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

### Risks and Issues

**Risk 1:** The departure of Tyler's Project Manager is a risk to the CLJ-CMS schedule.

**Risk 2:** Delays in the resolution of production support issues and other defects are a risk to the success of future deployments. As discussed in the Executive Summary, the defects and production support issues must be addressed prior to the start of SV for the 2025 Event 1 deployment which is scheduled for late April 2025.

**Risk 3:** The underlying assumptions (e.g., duration of software upgrade effort), lack of details on needed AOC resource requirements, and projected overlapping streams of activities make the “strawdog” schedule presented by Tyler on February 6, 2025, **extremely risky** and frankly not credible in any practical sense.

**2.1.4 Scope: Case Management**

Project Management and Sponsorship			
Scope: Case Management	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 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. **However, it is a critical dependency for the CLJ-CMS Project’s deployment of the new solution to the courts that currently utilize OCourt.**

## 2.1.5 Scope: Supervision

Project Management and Sponsorship			
Scope: Supervision	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 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. **However, it is a critical dependency for the CLJ-CMS Project's deployment of the new solution to the courts that currently utilize OCourt.**

The schedule that AOC must insist Tyler provide (see details in the Executive Summary of this report) must include the activities and AOC resources that are needed to implement 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.

## 2.1.6 Scope: eFiling

Project Management and Sponsorship			
Scope: eFiling	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 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. **However, it is a critical dependency for the CLJ-CMS Project's deployment of the new solution to the courts that currently utilize OCourt.**



### 2.1.7 Project Staffing

Project Management and Sponsorship			
Project Staffing	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	Risk	Risk	Risk

#### Findings

**AOC-internal:** While the CLJ-CMS Project has made significant progress in hiring, staffing remains a concern. The Project has seven vacant positions. 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).

When Tyler provides the information to AOC listed in the Executive Summary of this report, the AOC resource needs are likely to be overwhelming (or, alternatively, underestimated, which AOC must carefully guard against).

**Tyler Support to CLJ-CMS:** In mid-December, Tyler announced that their Project Manager for CLJ-CMS is being replaced. The current Tyler Project Manager is ***the sole remaining named resource from the original Tyler contract.***

#### Risks and Issues

**Risk 1:** The departure of Tyler's Project Manager is a risk to the CLJ-CMS schedule.

**Risk 2:** When Tyler provides the information to AOC listed in the Executive Summary of this report, the AOC resource needs are likely to be overwhelming (or, alternatively, underestimated, which AOC must carefully guard against).

## 2.1.8 Governance

Project Management and Sponsorship			
Governance	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	Risk	Risk	Risk

### Findings

The project-level governance that selects and prioritizes defects that need addressing is ineffective. As we noted in our recent QA reports, the weekly meetings and various tracking mechanisms for defects and fixes have maintained a spotlight on problems that need addressing, but there is clearly a shortfall in terms of effectiveness, given that the Early Adopter (EA) courts “went live” with outstanding defects that have been present, in some cases, for long periods of time.

A process that results in consistent progress addressing defects over time is needed. The current approach that seems to result in a flurry of activity from Tyler weeks prior to a deployment event results in Washington Courts having to resort to last-minute workarounds for defects that have existed for months and, in some cases, for over one year. The ongoing impacts continue after deployment and extend beyond courts having to utilize workarounds and place additional burdens on CLJ-CMS Project resources. For example, AOC and the CLJ-CMS Project currently meet with Fircrest-Ruston Municipal Court (a Pilot Court) twice each month (for a total of four meetings) to address the court’s ongoing issues with the CLJ-CMS solution. As we noted in October, the current approach is unsustainable for the CLJ-CMS Project.

To be abundantly clear, our concern here is **not** at the Project Steering Committee or JISC governance levels. Our concern **is** at the tactical project-level.

### Risks and Issues

**Risk:** Delays in the resolution of production support issues and other defects are a risk to the success of future deployments. For now, the tactical project-level governance should focus on addressing current defects and production support issues prior to the start of SV for the 2025 Event 1 deployment which is scheduled for late April 2025.

### 2.1.9 Budget: Funding

Project Management and Sponsorship			
Budget: Funding	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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.

It is worth noting that the CLJ-CMS Project team’s processes for tracking and managing defects resolutions are comprehensive. The CLJ-CMS Deputy Project Manager tracks defects and the relationships between defects at a very detailed level. The issues with defects resolutions noted elsewhere in this report are not due to any PMO processes at AOC but indicate inefficiencies in the project-level governance of defects management *between* AOC and Tyler.

## 2.2 People

### 2.2.1 Stakeholder Engagement

People			
Stakeholder Engagement	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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		
	Feb. 2025	Jan. 2025	Dec. 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.

An emerging risk is the dissatisfaction among the Pilot and Early Adopter courts to which the new solution has already been deployed. This dissatisfaction is well known among the CLJ community. ***If risks described in the Executive Summary of this report are not addressed as soon as practicable, then the risks to a successful OCM effort will increase dramatically very soon.***

## 2.2.3 OCM: Supervision

People			
OCM: Supervision	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

### Findings

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

As noted under OCM: Case Management above, an emerging risk is the dissatisfaction among the Pilot and Early Adopter courts to which the new solution has already been deployed. This dissatisfaction is well known among the CLJ community. ***If risks described in the Executive Summary of this report are not addressed as soon as practicable, then the risks to a successful OCM effort will increase dramatically very soon.***

## 2.2.4 OCM: eFiling

People			
OCM: eFiling	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

### Findings

The emerging risks to OCM noted above are relevant here as well.

## 2.2.5 Communications

People			
Communications	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 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 reaching out to and engaging with the diverse CLJ stakeholder community. However, the emerging risks to OCM noted above are relevant here as well. ***If risks described in the Executive Summary of this report are not addressed as soon as practicable, then the risks to a successful OCM effort will increase dramatically very soon.***

## 2.2.6 Court Preparation and Training

People			
Court Preparation and Training	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

### Findings

Training for the EA courts was conducted as planned. The Project intends to assess “lessons learned” and make adjustments, if and as needed, for the next go-live event.

## 2.3 Solution

### 2.3.1 Business Process: Case Management

Solution			
Business Process: Case Management	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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 was recently concluded. ***However, it is a critical dependency for the CLJ-CMS Project's deployment of the new solution to the courts that currently utilize OCourt.***

### 2.3.8 Integrations: eFiling

Solution			
Integrations: eFiling	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

#### Findings

The lack of an adequate number of environments complicates testing. We strongly encourage AOC, the Project, and Tyler to provide the needed additional environments as soon as practical so that this will not be a risk to or issue with future deployment events.

### 2.3.12 Testing: Supervision

Solution			
Testing: Supervision	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

#### Findings

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

### 2.3.13 Testing: eFiling

Solution			
Testing: eFiling	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

#### Findings

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

### 2.3.14 Deployment: Case Management

Solution			
Deployment: Case Management	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	High Risk	Risk Being Addressed	Risk Being Addressed

#### Findings

This month, the detailed findings related to schedule—including deployments in 2025, 2026, and 2027— are provided in the Executive Summary due to the dire nature of the schedule risks. Please refer to the Executive Summary for background on these risks.

## Risks and Issues

**Risk:** The underlying assumptions (e.g., duration of software upgrade effort), lack of details on needed AOC resource requirements, and projected overlapping streams of activities make the “strawdog” schedule—including deployments in 2025, 2026, and 2027—presented by Tyler on February 6, 2025, **extremely risky** and frankly not credible in any practical sense.

### 2.3.15 Deployment: Supervision

Solution			
Deployment: Supervision	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	High Risk	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

**Risk:** The underlying assumptions (e.g., duration of software upgrade effort), lack of details on needed AOC resource requirements, and projected overlapping streams of activities make the “strawdog” schedule—including deployments in 2025, 2026, and 2027—presented by Tyler on February 6, 2025, **extremely risky** and frankly not credible in any practical sense.

### 2.3.16 Deployment: eFiling

Solution			
Deployment: eFiling	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	High Risk	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

**Risk:** The underlying assumptions (e.g., duration of software upgrade effort), lack of details on needed AOC resource requirements, and projected overlapping streams of activities make the “strawdog”

schedule—including deployments in 2025, 2026, and 2027—presented by Tyler on February 6, 2025, **extremely risky** and frankly not credible in any practical sense.

## 2.4 Data

### 2.4.1 Data Preparation: Case Management

Data			
Data Preparation: Case Management	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

Data conversion for the EA courts was successfully accomplished.

### 2.4.3 Data Conversion: Supervision

Data			
Data Conversion: Supervision	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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.

### **2.5.4 Security Functionality**

Infrastructure			
Security Functionality	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 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		
	Feb. 2025	Jan. 2025	Dec. 2024
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

### 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).

Of course, the security issue, resolution, and recovery consumed AOC leadership attention and resources for the first half of November, as it should have. While progress stalled on establishing the new “environments” that we have discussed in prior QA reports, that work is expected to get back on track. In the meantime, all components for new training environments are in place but not yet “connected.” In addition, the CLJ-CMS Project was notified on Monday, November 18, 2024, that they now have access to what Tyler calls “Alliance Community Builder” or “ACB.” This access should provide the Project with more insight into Alliance which has heretofore been anything but transparent.

### Risks and Issues

For the EA deployment, the Project had a viable approach to accomplishing the required testing and training. For this reason, *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 so that this will not be a risk to or issue with future deployment events.

2.5.7 Post-Implementation Support

Infrastructure			
Post-Implementation Support	Three-Month Rolling Risk Levels		
	Feb. 2025	Jan. 2025	Dec. 2024
	No Risk Identified	No Risk Identified	No Risk Identified

Findings

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

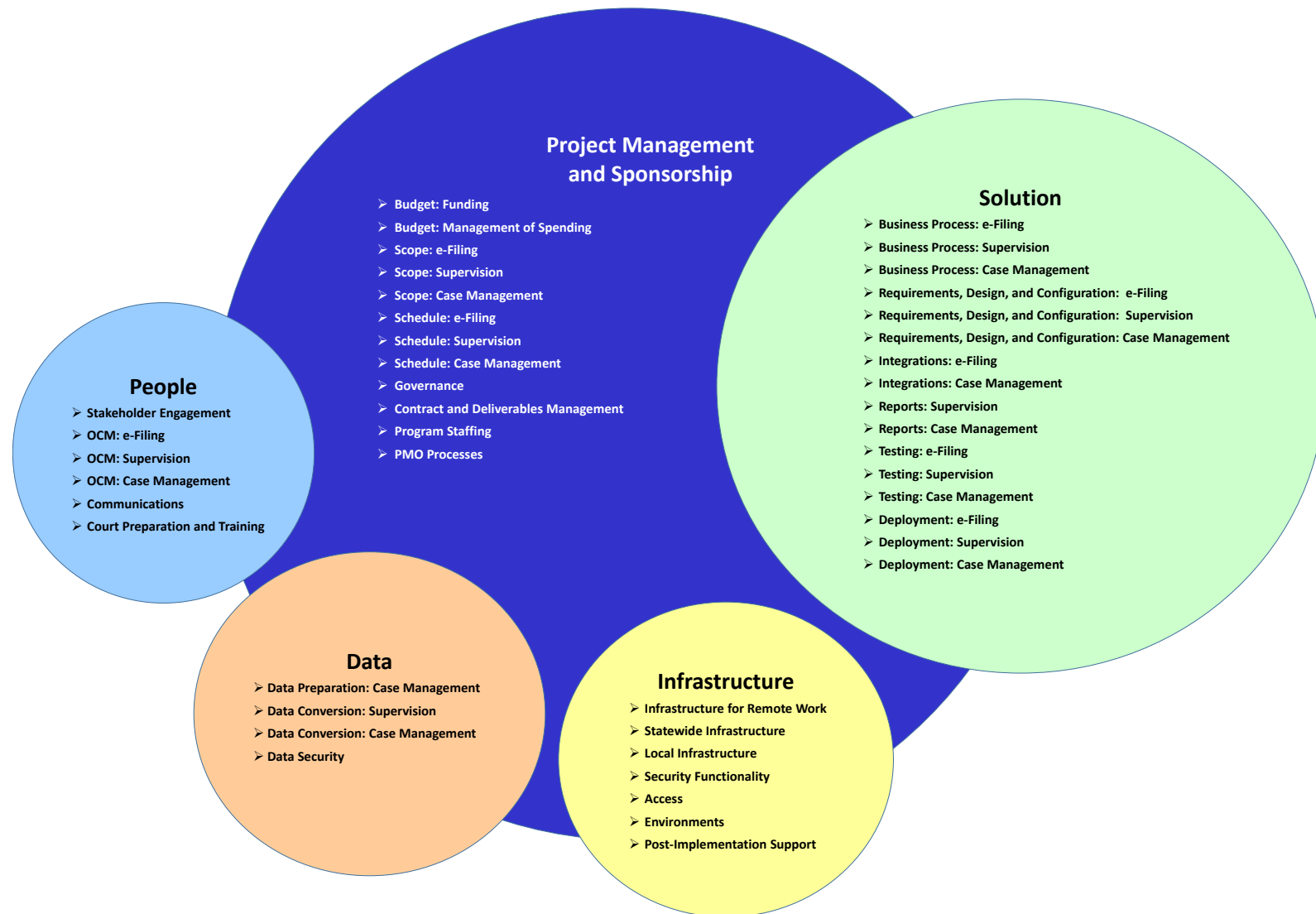


## **Appendix: Overview of *bluecrane* Risk Assessment Approach**

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

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

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



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



Our risk ratings are summarized in Table 2 below.

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

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





# Protection Order Document Sharing 2 - CLJ

**C. KEVIN AMMONS, ISD ASSOCIATE DIRECTOR**  
February 28, 2025



# Background

- RCW 7.105.105(1)(a) was amended during the 2022 legislative session to require any protection order filed within the state to be electronically available to all judicial officers
  - Orders from superior courts have been available since January 1, 2023 in JABS via the Protection Order Document Sharing (PODS)
  - Orders from CLJs are to be available by January 1, 2026

# Definitions

- RCW 7.105.105(1)(a) was amended during the 2022 legislative session to require any protection order filed within the state to be electronically available to all judicial officers
  - Orders from superior courts have been available since January 1, 2023 in JABS via the Protection Order Document Sharing (PODS)
  - Orders from CLJs are to be available by January 1, 2026

# PODS in JABS

1

Confidential - Not for Release

**Order Information for Person:** BLAINE, LAWRENCE CHARLES [Help](#)

Exp/Term/Deny Date	Order Description	Status	Decision	Party	Case Number	Court
08/12/2003	<a href="#">Protection Order</a>	Expired	RESTRAINS	Respondent (WIP)	97-2-00034-5	S32
10/18/2002	<a href="#">NO CONTACT</a>	Terminated	RESTRAINS	Defendant	CR0052979 SPS CN	SPD
08/12/2002	<a href="#">Protection Order Renewal/Reissue</a>	Expired	RESTRAINS	Respondent (WIP)	97-2-00034-5	S32

2

Protection Orders  
[Documents](#)  
[Documents](#)

- The Person Orders and Case Orders (see 1) tabs show data about the orders on the case and related to individual persons
- If an image of the order is available via PODS, it can be accessed by clicking the Documents link (see 2) under Protection Orders

# Status

- The PODS 2 – CLJ project is being organized
- No later than January 1, 2026, the protection order documents from courts that have implemented CLJ-CMS will be available in JABS for judicial officers
- AOC will also be working with King and Kitsap County District Courts, as well as Seattle and Spokane Municipal Courts to make their protection orders available in JABS
- After January 1, 2026, as courts continue to implement CLJ-CMS, their protection orders will become available

# Questions





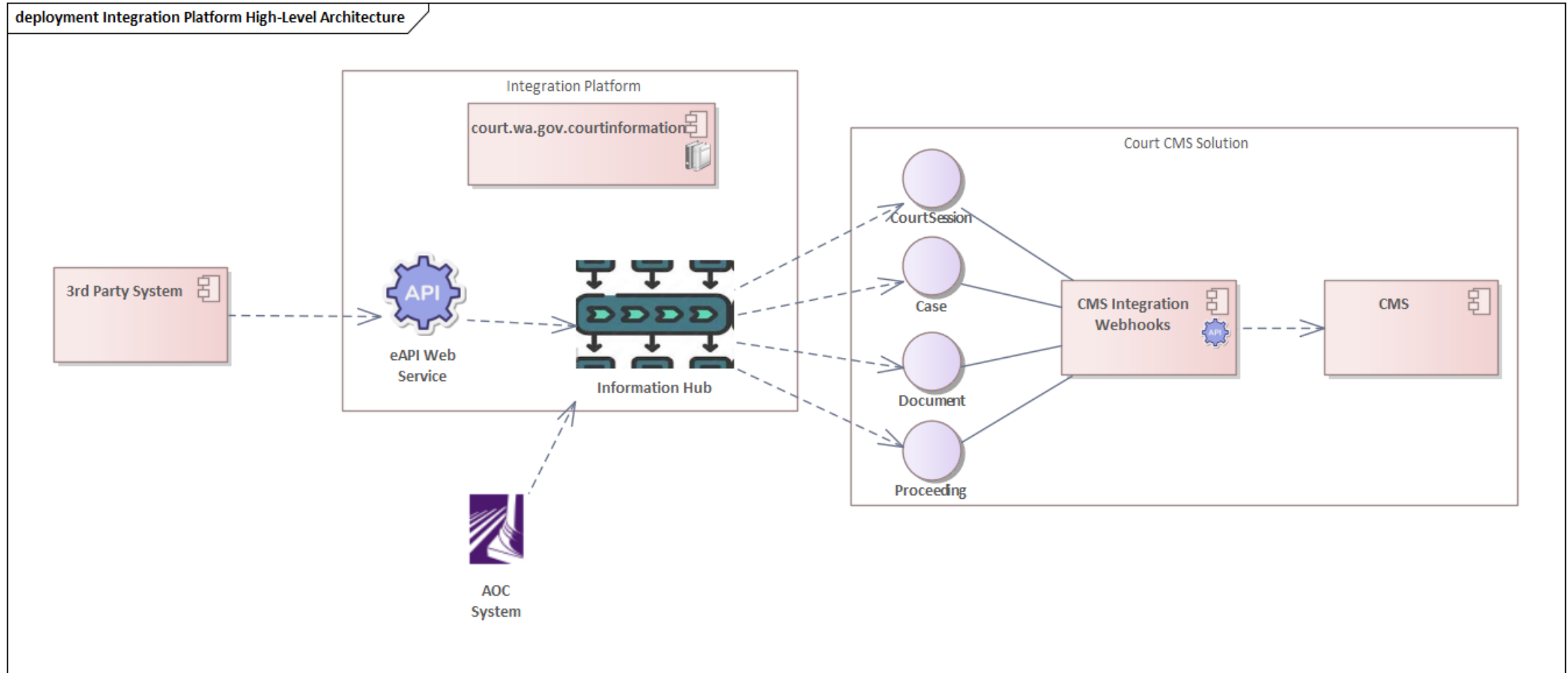
# Enterprise Integration Platform Project Update

ROBERT ANTEAU, Project Management Office and Software Quality Assurance Manager  
February 28, 2025

# ITG 1340 – Enterprise Integration Platform Project

- Establishes an enterprise level integration platform, creating external-facing Application Programming Interface (APIs) and supporting structures
- Allows integration between local court systems and AOC Case Management Systems (CMS)
- Creates a standard way to connect to CMS without extensive customization
- OCourt, which is a third-party application, is the first external application that will be using the external APIs over the Enterprise Integration Platform to access the CLJ-CMS data.

# ITG 1340 – Enterprise Integration Platform Project





# ITG 1345 – Integration of OCourt to CLJ–CMS

- The OCourt application will integrate with the CLJ-CMS via the Enterprise Integration Platform
  - A set of “webhooks” are being developed to establish the connectivity between OCourt and CLJ-CMS (a method where an app sends data to another app when a specific event occurs)
- One CLJ-CMS function, Update Hearing, does not appear to be currently supported by any of the existing APIs in the Enterprise Justice
  - Tyler Technologies may need to develop a new API to support Update Hearing functionality

# Next Steps

- Foundational Work:
  - Complete Iteration 1, including testing
  - Initiate development of Iteration 2
- ITG 1345 Work:
  - Engage with OCourt vendor
  - Engage with Tyler for webhooks work

# Questions?



**JISC DATA DISSEMINATION COMMITTEE**  
**Friday, February 28, 2025, 9:00 a.m. – 9:55 a.m.**  
**Microsoft Teams Teleconference**  
**URL: provided via invite**

**AGENDA**

**Call to Order**

Judge John Hart

Agenda  
Items with  
documents  
are  
indicated  
with an \*

**ACTION ITEMS**

**1. October 25, 2024, Meeting Minutes**

Action: Motion to approve or deny minutes

Judge Hart

\*

**2. Washington State Center for Court Research and Minority & Justice Commission Request for Master Jury Source List**

Action: Motion to approve or deny request

Ms. Patrizia Chirco  
Mr. Frank Thomas

\*

**3. JIS-Link Site ID Policy Change Request**

Action: Motion to approve or deny policy change

Mr. Kevin Cottingham

\*

**4. Other Business**

Judge Hart



## Board for Judicial Administration (BJA)

October 18, 2024 (9 a.m. – 12:00 a.m.)

### MEETING MINUTES

#### **BJA Members Present:**

Judge Alicia Burton, Chair  
Judge Andrea Beall  
Judge Tam Bui  
Judge George Fearing  
Judge Kristin Ferrera  
Judge Rebecca Glasgow  
Judge Cindy Larsen  
Judge David Mann  
Judge Donald Richter  
Judge Diana Ruff  
Dawn Marie Rubio  
Judge Karl Williams

#### **Guests Present:**

Jefferey Adams  
Linnea Anderson  
Paul Holland  
Jessica Humphreys  
Judge Carolyn Jewett  
Katrin Johnson  
Sara Robbins  
Jason Schwarz

Susan Speiker

Commissioner Karl Triebel

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

Scott Ahlf  
Nicole Ack  
Crissy Anderson  
Heidi Green  
Brittany Gregory  
Melissa Hernandez  
Scott Hillstrom  
Kyle Landry  
Penny Larsen  
Allison Lee Muller  
Stephanie Oyler  
Haily Perkins  
Laurie Sale  
Christopher Stanley  
Caroline Tawes  
Lorrie Thompson  
Andrea Valdez

#### Call to Order

Judge Burton called the meeting to order at 9:02 a.m. and welcomed the participants. She reminded the participants of BJA member responsibilities, including reviewing the meeting materials in advance, particularly those materials related to voting. BJA members are also responsible for disseminating meeting information back to their court levels and related organizations. If a BJA member is unable to attend a meeting, they may give their proxy vote to a non-voting member from the same court level. The person with the proxy is also responsible for reviewing the materials and reporting back to their respective groups.

#### Washington Association of Juvenile Court Administrators (WAJCA) Update

Linnea Anderson, WAJCA President and San Juan County Juvenile Court Administrator, presented an update on the work of the WAJCA. The WAJCA is focused on its mission and vision, and operationalizing those commitments. They are committed to diversity, equity, and inclusion, and have operational guidelines for their membership and committees.

Linnea Anderson reviewed some project highlights. She shared that seven pilot courts are implementing the Washington State Center for Children and Youth Justice protocols for safe and affirming care for juveniles, specifically for LGBTQ youth.

San Juan County has a fully operational, integrated therapeutic court program. They partner with community agencies to look at ways to provide new and different opportunities for youth in the system, what the barriers are to diversion, and to advocate for early intervention for support for youth and families. Juvenile courts are becoming hubs and depots for partnerships with food banks and rotary clubs.

The WAJCA is committed to learning and increased research, and would like to partner with other agencies.

Presentation: Public Defense Standards

There was a public hearing on September 25, 2024, on public defense caseload standards. Several organizations were asked to speak, and the hearing was open to public comments. Judge Burton attended and took notes on general comments. BJA guests Jason Schwarz and Paul Holland will present an overview at another hearing on November 13, 2024. Judge Burton asked the BJA members to consider whether BJA should express an opinion on this issue or defer to other organizations.

Jason Schwarz, Director of the Snohomish County Office of Public Defense, and Paul Holland, Seattle University School of Law faculty, presented on the proposed changes to public defense caseload standards.

The Council on Public Defense (CPD) is charged with recommending amendments to the Washington State Bar Association (WSBA) Standards for Indigent Defense Services and public defense performance guidelines to the WSBA Board of Governors and the Washington State Supreme Court. The CPD has met to discuss the public defense crisis. They responded to two issues: the shortage of attorneys and the difficulty in recruiting new attorneys to public defense work, especially in rural areas, and caseload problems. High caseloads are the main problem in most jurisdictions.

Jason Schwarz reviewed the current caseload limits. They were adopted in 1984 and based on a 1973 study by the National Advisory Commission on Criminal Justice Standards and Goals (NAC). The NAC standards are widely criticized, and the current standards are not realistic. A 2023 study from the RAND Corporation, the National Center for State Courts, the American Bar Association, and attorney Stephen Hanlon asked public defense experts to provide the time involved in public defense cases, and correlated case types and associated hours to create the National Public Defense Workload Study (NPDWS). The CPD modified the resulting caseload standards to meet Washington State needs. The goal is early case resolution.

The CPD surveyed public defenders and asked them to look at the NPDWS standards and asked them whether those standards reflect the time they need to meet legal and ethical obligations. Seventy-three percent of those surveyed agreed the NPDWS better reflects time needed for felony cases.

The WSBA proposed a timeline for the next step, implementation. The CPD agreed unanimously on the caseload standards but not on the timeline. They are not experts on

implementation. The CPD would like to hear concerns from the community on the implementation timeline. Should every jurisdiction come up with their own plan?

Corrections to public defense compensation and infrastructure will have the most impact on defendants. There are also questions about the possible impact on unrepresented people.

The Office of Public Defense will ask for an additional \$40 million of funding in the upcoming legislative session to support defense costs in counties and cities.

These standards will also apply to conflict lawyers. The WSBA also changed standards for compensation for private lawyers. Snohomish County has moved to an hourly rate compensation.

There were questions about the experts involved in the NPDWS. Their names are available. There was also a question about the county caseload for each public defense office in the state. Counties may have public defense agencies, or may use only contractors and have no data on how many cases they were assigned, so there is no statewide, comprehensive data set. Additional funding will increase data collection capacity. Participants also discussed the hours estimated for felonies, which some thought were high and some thought were accurate estimations.

A decision needs to be made on how to address the crisis. Should phase 1, implementation of all revised standards other than caseload standards and support staff and forwarding court rule revisions to the Supreme Court, be implemented and see if that helps?

The Superior Court Judges' Association (SCJA) would like a red-lined version of the proposed rule to look at alternatives before making any proposals.

Supreme Court has made no decisions yet aside from publishing the proposed rules for comment and holding hearings to hear from those affected. They are interested in addressing the public defender shortage in Washington; however, no vote on implementation has occurred. The Supreme Court is interested in ideas and assistance on how to improve the situation. BJA may offer ideas. This will not be a simple yes/no vote but a lengthier conversation. A special meeting will be convened for further conversations.

Jason Schwarz and Paul Holland are happy to answer questions or have further conversations. Jason Schwarz asked to be kept in the loop of further developments.

Judge Burton thanked Jason Schwarz and Paul Holland.

#### Presentation: Juror Initiatives

Laurie Louise Sale, AOC, is the project manager of the Pierce County Juror Pay Pilot Program. The Program increases juror pay from \$10 to \$100 per day for jury service. The pilot program will run from October 14, 2024, to June 30, 2025, and the motivation for the pilot program is to increase jury diversity. The \$100 is commensurate with a daily wage. The 2024 Legislature provided funding for the pilot program with SB 5187.

A key communication piece is the jury summons card that states jury duty pays \$100 per day. There is also an extensive media campaign that will continue through the pilot project. The juror

response rate is being tracked, and there has already been an increase in the expected response to the jury summons.

Laurie Sale thanked AOC staff Frank Thomas and Patty Chirco, as well as her partners in Pierce County, Chris Gaddis and Michelle West.

Laurie Sale is also the program manager for the Childcare Assistance Program. In 2024, SB 5128 directed AOC to establish a workgroup to make recommendations on the creation of a childcare assistance program for juror participants. A report is due to the Legislature by December 1, 2024.

The workgroup sent a survey to presiding judges, jury managers, and court administrators to gather information on establishing a statewide childcare assistance program for juror participants. The survey had a 92% response rate.

The workgroup recommendation to Legislators will look at pilots in three courts, partnering with child care centers specific to those courts.

Laurie Sale thanked the BJA for their time. She is available to answer questions or provide more information online at [laurielouise.sale@courts.wa.gov](mailto:laurielouise.sale@courts.wa.gov).

#### Disability Justice Task Force

Commissioner Triebel provided an update on the Disability Justice Task Force (Task Force). Commissioner Triebel thanked Justice G. Helen Whitner, Judge David Whedbee, Joslyn Nelson, and other AOC staff.

The Task Force's main group and subcommittees meet frequently. Highlights of their work are available in the meeting materials. The Task Force is in the final stages of developing a Task Force website that will be accessible and mobile device-friendly.

The Task Force is developing survey questions to identify both physical and programmatic barriers in the court system. The survey will be sent to judges and court staff. They have published a Request for Proposals for a research team that will assess the survey and provide guidance and analysis. The Task Force is also gathering information on Americans with Disabilities Act (ADA) Coordinators at all court levels. Commissioner Triebel will provide another update to the BJA on the survey responses.

#### BJA Task Forces and Workgroups

##### Alternatives to Incarceration Task Force

The Alternatives to Incarceration Task Force will meet next Tuesday to discuss deliverables and their funding request.

##### Remote Proceedings Workgroup

No report.

#### Standing Committee Reports

##### Budget and Funding Committee (BFC)

Judge Ruff apologized for not providing budget materials further in advance of the September meeting. Next year's communications will be better.



Christopher Stanley explained what happens next in the budget process. The budget outlook forecasts a \$4.3 billion deficit. The total maintenance in the budget is \$10 billion, which is a problem the Legislature will face and creates a competitive environment. The November 20, 2024, forecast will likely be flat.

Christopher Stanley reviewed the three categories of the 2025–27 Judicial Branch Biennial Budget Request which totals \$49.1 million. He also sent a list to the BJA participants that included an itemized list. The budget website was posted yesterday, and he will send a link to the BJA participants. He anticipates receiving pages of questions from Legislative staff. Those questions will be sent to the appropriate subject matter expert (SME) to be answered.

The formal submission of the Governor's budget will be December 20, 2024, or earlier. AOC staff and SMEs will begin meeting with Legislators who are best positioned to advocate for our budget proposals. The Legislative session will begin January 13, 2025, and end on April 27, 2025. Chamber budgets will be available in mid-March.

The Office of Public Defense requested an additional \$42 million for local public defense services. This request may be treated as a special request, handled separately from the other budget requests, and a dedicated account for the request may be created so it does not compete with the other judicial branch budget requests.

Anyone with budget questions, concerns, strategy, and advocacy questions may contact Christopher Stanley. For general strategy and advocacy questions, please contact Brittany Gregory.

#### Court Education Committee (CEC)

The CEC approved and allocated the education budget for CEC-supported programs. The next CEC-supported education programs are the SCJA-sponsored program in Vancouver in November 2024; the Judicial College in January 2025; and the Appellate program in March 2025.

#### Legislative Committee (LC)

Asotin, Columbia, and Garfield counties withdrew their support of an additional judicial position due to budget risks. The LC will request an additional judicial position again next year. A Supreme Court commissioner has been added to the appellate commissioner bill.

After the recent presentation to the Washington Citizens' Commission on Salaries for Elected Officials (Commission), the Commission voted to preliminarily give all elected officials COLAs matching the State Employees federation: +3% FY 26 and +2% FY 27. In addition, the Judiciary will receive a general wage increase of 1% in FY26 and 1% in FY27. The Commission will meet to finalize salaries for the next biennium on February 5, 2025.

Judge Ferrera thanked Brittany Gregory and others for their work with the Commission.

#### Policy and Action Committee (PAC)

There is an update on the PAC in the meeting materials. There will be more discussion on the strategic initiative cycle at the November BJA meeting.

### Court Security Committee

The new incident and threat reporting system is live online. The Court Security Committee is encouraging creation of local court security committees and funding for those committees. Yesterday Kyle Landry spoke to law enforcement representatives and had a positive response to the idea of a city- or county-based court security committees.

### Motions

**It was moved by Judge Beall and seconded by Judge Glasgow to approve the September 20, 2024, meeting minutes as written. The motion passed.**

### Information Sharing

Judge Ferrera was concerned about the Legislative Committee charter changes from the September BJA meeting. She would like a red-lined version of the charter so she is clear about the changes. She would like future changes in the meeting materials to have changes indicated with red lining. The revised charter will be posted to the BJA website.

Nicole Ack presented an update on the Public Engagement and Education Committee. They have a meeting today. She announced the YMCA Mock Trial Board is looking for a judicial member. Her email is [Nicole.ack@courts.wa.gov](mailto:Nicole.ack@courts.wa.gov) if anyone is interested in participating.

Judge Burton asked the members to expect an email from Melissa Hernandez in a few days regarding a 90-minute meeting on public defense caseload standards.

The November BJA meeting will be a hybrid meeting at SeaTac. Information on attending and making travel arrangements will be sent. The Court Management Council members will join the meeting, and the Court Manager of the Year and the Innovating Justice Awards will be presented.

### Adjourn

The meeting adjourned at 11:14 a.m.

### **Recap of Motions from the October 18, 2024 Meeting**

<b>Motion Summary</b>	<b>Status</b>
Approve the September 20, 2024, meeting minutes as written.	passed

### **Action Items from the October 18, 2024 Meeting**

<b>Action Item</b>	<b>Status</b>
<ul style="list-style-type: none"><li>Judge Burton asked the BJA members to consider whether BJA should express an opinion on public defense standards or defer to other organizations. A special BJA meeting will be convened for further conversations.</li></ul>	
<ul style="list-style-type: none"><li>BJA members should expect an email from Melissa Hernandez in a few days regarding a 90-minute meeting on public defense standards.</li></ul>	Done

Action Item	Status
<u>September 20, 2024 BJA Meeting Minutes</u> <ul style="list-style-type: none"><li>• Post the minutes online</li><li>• Send minutes to the Supreme Court for inclusion in the En Banc meeting materials.</li></ul>	Done Done



# IT Governance Status

January 2025 Report

# Summary of Changes

<b>New Requests:</b>	None
<b>Endorsements:</b>	None
<b>Analyzed:</b>	None
<b>CLUG Decision:</b>	None
<b>Authorized:</b>	1388- MANDATE - Phase 2 - Protection Order Document Sharing for Judicial Officers Statewide
<b>In Progress:</b>	1378 - External Identity Provider (eIDP) Phase 2 1379- Learning Management System Migration to SumTotal 1386 - Informatica upgrade to Version 10.5.6
<b>Completed:</b>	None
<b>Closed:</b>	None

# JISC ITG Priorities

JISC Priorities				
Priority	ITG#	Request Name	Status	Requesting CLUG
1	102	Courts of Limited Jurisdiction Case Management System	In Progress	CLJ
2	1355	Replace Appellate Court Case Management and E-Filing Systems	In Progress	Appellate
3	1340	Enterprise Integration Platform and External API	In Progress	Non-JIS
4	1373	Replace Juvenile and Corrections System (JCS)	On Hold	Superior
5	1372	Exhibit Management Software	On Hold	MCLUG
6	1357	Guardianship Monitoring and Tracking System	On Hold	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	On Hold	JISC	Medium
6	1377	Add a 'convictions only' tab in JABS	Authorized	CIO	Low
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	On Hold	CIO	High
3	256	Spokane Municipal Court CMS to EDR Data Exchange	Authorized	Administrator	High

Authorized
  In Progress
  Completed
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# 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	Authorized	CIO	Medium
Multi-Court Level CLUG					
1	1372	Exhibit Management Software	On Hold	JISC	High
2	1326	Online Interpreter Scheduling	In Progress	Administrator	Medium

Authorized
  In Progress
  Completed
  Withdrawn or Closed



# ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	Approving Authority	Importance
<b>Non-JIS CLUG (ISD Maintenance Work &amp; Legislative Mandates)</b>					
1	1369	Juvenile Records to DOL Exchange	Authorized	CIO	Mandate
2	1340	Enterprise Integration Platform and External API	In Progress	JISC	Maintenance
3	1374	Implement Hope Card Program	In Progress	CIO	Proviso
4	1388	MANDATE - Phase 2 - Protection Order Document Sharing for Judicial Officers Statewide	Authorized	CIO	Mandate
5	286	Statewide Reporting	On Hold	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	1366	Ability to Remove All Non-Required Parties From a Case	In Progress	CIO	Maintenance
10	1375	Upgrade to .NET Core and add Azure Services to JIS-Link Web Application	In Progress	CIO	Maintenance
11	1296	Superior Court Text Messaging and E-mail Notifications	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	275	Odyssey to EDR	On Hold	CIO	Maintenance
13	1331	Judicial Contract Tracking System	In Progress	CIO	Maintenance
14	1320	Public Case Search Modernization	On Hold	CIO	Maintenance
15	1297	Self-represented Litigants Access	On Hold	Administrator	New Program
16	1350	Embarcadero IT Modeling System Replacement	In Progress	CIO	Maintenance
17	1368	AOC Enterprise Azure DevOps Onboarding	In Progress	CIO	Maintenance
18	1378	External Identity Provider (eIDP) Phase 2	In Progress	CIO	Maintenance
19	1379	MANDATE: Learning Management System Migration to SumTotal	In Progress	CIO	Mandate
20	1370	Retire Assessments.com (Vant4ge) Servers	On Hold	CIO	Maintenance
21	1382	Web Services Modernization	Authorized	Administrator	Mandate
22	1386	Informatica upgrade to Version 10.5.6	In Progress	CIO	Mandate
23	1385	Blake Program 2024 Technology Update	In Progress	CIO	Mandate
24	1387	DB2 V13 Upgrade	Authorized	CIO	Maintenance

Authorized
  In Progress
  Completed
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# 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** - Integration of the Moli Interpreter Scheduling System with 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 Applications  
**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)  
**1377** - Add a 'convictions only' tab in JABS  
**1382** - Web Services Modernization  
**1387**- DB2 V13 Upgrade  
**1388**- MANDATE - Phase 2 - Protection Order Document Sharing for Judicial Officers Statewide