



**WASHINGTON  
COURTS**  
ADMINISTRATIVE OFFICE OF THE COURTS

## Judicial Information System Committee (JISC)

Friday, June 27, 2025 (10:00 a.m. – 12:00 p.m.)

**Register in advance for this meeting:**

**[June 27<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> <ul style="list-style-type: none"><li>a. Welcome &amp; Introductions</li><li>b. Approval of Minutes</li><li>c. Member Farewells – Paulette Revoir &amp; Frank Maiocco</li></ul>	Justice Barbara Madsen, Chair	10:00 – 10:15	Tab 1
2.	<b>JIS Budget Update</b> <ul style="list-style-type: none"><li>a. 25-27 IT Budget Update</li><li>b. 2026 Supplemental Budget Process</li></ul>	Mr. Chris Stanley, MSD Director	10:15 – 10:30	
3.	<b>Person Management Analysis Results Discussion</b> <ul style="list-style-type: none"><li>a. Summary Recap from 4/25 JISC</li><li>b. Discussion</li></ul>	Mr. Dexter Mejia, CSD Associate Director	10:30 – 10:50	Tab 2
4.	<b>ITG 1326 – Online Interpreter Scheduling</b> <ul style="list-style-type: none"><li>a. Summary Recap from 2/28 JISC</li><li>b. Survey Results on Adoption Rate &amp; Estimated Cost</li><li>c. <b>Decision Point 2025-03</b>: Providing interpreter services would be a new service that AOC does not currently provide. Should the JIS provide interpreter scheduling services on a statewide basis?</li><li>d. <b>Decision Point 2025-04</b>: Prioritize ITG</li></ul>	Mr. James Wells, Court Program Supervisor, Supreme Court Commissions Mr. Kevin Ammons, ISD Associate Director	10:50 – 11:20	Tab 3
5.	<b>Introduction of Draft JISC A.I. Guidelines</b>	Mr. Kevin Ammons, ISD Associate Director	11:20 – 11:30	Tab 4
6.	<b>Introduction to Updates to JIS Policies</b>	Mr. Kevin Ammons, ISD Associate Director	11:30 – 11:40	Tab 5

7.	<b>JIS Priority Project #1 (ITG 102): Courts of Limited Jurisdiction Case Management System (CLJ-CMS)</b> a. QA Assessment Report	Mr. Allen Mills, Bluecrane	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.				

## Future Meetings:

### 2025 – Schedule

**August 22, 2025**

**October 24, 2025**

**December 5, 2025**

# JUDICIAL INFORMATION SYSTEM COMMITTEE

April 25, 2025  
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  
Ms. Mindy Breiner  
Mr. Joseph Brusic  
Mr. Donald Graham  
Ms. Stephanie Kraft  
Mr. Frank Maiocco  
Judge David Mann  
Chief Brad Moericke  
Judge Robert Olson  
Mr. Frankie Peters  
Ms. Paulette Revoir  
Ms. Dawn Marie Rubio  
Judge Allyson Zipp

### Members Absent:

Mr. Derek Byrne  
Ms. Heidi Percy

### AOC Staff Present:

Mr. Scott Ahlf  
Mr. Kevin Ammons  
Mr. Robert Anteau  
Ms. Brittanie Collinsworth  
Mr. Rob Eby  
Mr. Arsenio Escudero  
Ms. Brittany Gregory  
Mr. Jamie Kambich  
Mr. Carl McCurley  
Mr. Dexter Mejia  
Ms. Anya Prozora  
Ms. Nancy Shattuck  
Mr. Chris Stanley  
Mr. Garret Tanner

### Guests Present:

Mr. Bharat Bagaria, Gartner  
Ms. Megan Baker, Cowlitz Co.  
Ms. Josie Delvin, Benton Co.  
Ms. Michelle Enright, Stevens Co.  
Ms. Leah Garabedian, Gartner  
Mr. Enrique Kuttemplon, King Co.  
Mr. Alasdair Maughan, Gartner  
Mr. Allen Mills, Bluecrane  
Ms. Farhat Naweed, Gartner  
Ms. Tammie Ownbey, Pend Oreille Co.  
Mr. Terry Price, ATJ Board

## Call to Order & Approval of Meeting Minutes

Justice Barbara Madsen called the Judicial Information System Committee (JISC) meeting to order at 10:03 a.m. This meeting was held virtually on Zoom.

Justice Madsen asked if there were any changes or additions to be made to the February 28, 2025 meeting minutes. Hearing none, the meeting minutes were approved as written.

## JIS Budget Update

Mr. Chris Stanley gave a JIS budget briefing. The approved budget is expected from the Legislature on Saturday, April 26, 2025. Mr. Stanley suspects it will not be good. It is likely some items will not be funded in the IT decision packages, such as additional staff for the CLJ-CMS project and migrating certain systems to the cloud.

## Legislative Update

Ms. Brittany Gregory gave a brief update on the 2025 Legislative session; the regular session is set to conclude on Sunday, April 27, 2025. Ms. Gregory highlighted request legislation that has an impact on the judicial branch, including requests for additional Superior Court judicial positions, court interpreter statutory revisions, caregiving as a mitigating factor (statutory revision request), and including Appellate Commissioners in PERS Benefit Multiplier Program. She also mentioned key bills that were discussed relating 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.

Mr. Kevin Ammons briefed the Committee on proposed bills with significant impacts to JIS systems. Bills included: SB 5801 – Transportation Resources, which would amend numerous taxes and revenue provisions, direct specific amounts of revenue to the Move Ahead WA transportation accounts, and establish annual inflation adjustments; SB 1391 – Court Alternatives for Youth, which 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; and HB 1460 – Hope Card, which would provide changes to the Hope Card legislation to reflect the program as implemented by AOC.

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

Mr. Ammons reviewed the final tranche of proposed revisions to the JISC Rules, which consisted of one rule: JISCR 13 – Local Court Systems. The proposed changes for this rule were presented to the JISC for discussion in February 2025. New feedback has been incorporated into the revisions from the Washington State Association of County Clerks (WSACC) regarding sufficient notice to courts with local case management systems before any necessary changes are implemented.

Some discussion followed. Mr. Donald Graham suggested adding the word “solely” to the first sentence in section (h), so the phrase would read, “Individual courts and/or county clerks are *solely* responsible...”.

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

#### **Motion: Mr. Frank Maiocco**

I move to propose to the Supreme Court Rules Committee the amendments to JISCR 13 as presented.

#### **Second: Ms. Paulette Revoir**

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

**Opposed:** None.

**Absent:** Mr. Derek Byrne, Ms. Heidi Percy

The motion passed.

This approved proposed amendment will be prepared for submittal to the Supreme Court by the end of the year.

### **Person Management Analysis Results**

Mr. Dexter Mejia gave a brief summary the recent Person Management Analysis work. With the assistance of consulting company Gartner Inc., the Person Business Rules Committee (PBRC), and other court representatives, AOC conducted a twelve-week analysis of the current state of person records, envisioning the goals and objectives for improving the overall integrity of person records at a statewide level, and developing strategies for achieving those goals and objectives.

The Gartner Inc. team then presented their analysis on person data modernization, which included a current state analysis summary; vision, goals and objectives; future state operating model; and a future state roadmap.

Discussion followed. Mr. Mejia noted that he will work with the PBRC and the AOC team over the next several weeks to develop realistic and practical action plans, and to break down the work that needs to be done. These action plans will be brought to the JISC in August.

The Committee opted to postpone considering the published decision point (2025-02) to endorse the recommendations and roadmap from the Person Data Assessment Project at this time, as several members expressed the need to review the analysis results and proposed future state roadmap more thoroughly. The decision point will be brought back to the JISC at the June meeting. It was suggested that an alternate motion be put forth that would establish next steps in the interim.

#### **Motion: Justice Barbara Madsen**

I move that the JISC allocate resources and roles, and establish Data Governance Board between now and June; and that a follow-up presentation and discussion be held at the next JISC meeting, after which the Committee will consider the original decision point (2025-02) to approve the roadmap.

#### **Second: Mr. Donald Graham**

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

**Opposed:** None.

**Absent:** Mr. Derek Byrne, Ms. Heidi Percy

The motion passed. Justice Madsen acknowledged the work of Gartner Inc., and the PBRC, and thanked them for their efforts.

### **BJA Statement of Principles & NCSC AI Guidelines**

Mr. Ammons apprised the JISC of the Board for Judicial Administration's (BJA) recently adopted AI Statement of Principles, with discusses the relationship between potential benefits of new technologies like Artificial Intelligence and adherence to existing core values, emphasizes that "technology is not a substitute for human judgement...", and recognizes that there may need to be adjustments to court rule and practices due to AI and emergent technologies.

Mr. Ammons also shared the National Center for State Courts' (NCSC) guidance for the use of AI and generative AI in courts, which was issued in late 2024. The guidance document provides an overview of AI concepts, terms and impacts on court processes, reviews several key considerations for the use of AI in the court (including concerns related to accuracy, bias, ethics, and security), discusses the impacts of AI on evidentiary issues, provides steps courts can take to benefit from AI and develop court-specific AI use policies, and discusses the procurement, governance, and use of AI platforms.

Justice Madsen asked that Mr. Ammons and AOC look into creating a similar statement of principles and guardrails for the JISC. Mr. Ammons will bring a draft for discussion at the June meeting.

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

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

Mr. Garret Tanner provided an update on the CLJ-CMS project. In early March, the CLJ-CMS project sent a communication to the associations that the project will be adjusting their 2025 go-live schedule to go-live with only one group of courts in 2025; following that go-live, the project was to shift its focus to testing the critical upgrade, Enterprise Justice version 2025. At the same time, the project was updating and revising their 2025 implementation schedule, and the Project Steering Committee (PSC) and project leadership were meeting with pilot and early adopter courts to gather feedback on their implementations and current status in the system. Based on that feedback, the PSC made the decision to *not* implement any further courts onto Enterprise Justice version 2022. That would include the Event 1 2025 courts. The project team has been asked to spend this year working with Tyler Technologies and the courts to stabilize the system for the pilot and early adopter courts. This includes working with Tyler to receive, test, and deliver outstanding software defect fixes, and working through functionality and process gaps with the courts. Tyler is working to make Enterprise Justice v2025 available to the project team, who will then begin testing the upgrade with the intent to roll it out to pilot and early adopter courts in Q1 of 2026. Following the upgrade, the project will proceed with implementing the remaining 132 courts over four events in 2026 and 2027.

CLJ-CMS recently held two outreach events (in Yakima and online), with additional outreach events to come later this year in Spokane, Marysville, and online. Other notable work in progress includes: building an action plan for Live courts, updating and publishing the implementation list, reviewing the implementation and go-live strategy, upgrading eFile (v2022 to v2024), implementing re:Search for live

courts, enhancing Defendant Access, implementing enhancements and bug fixes from Tyler, and installing and testing Enterprise Justice v2025, when available. Mr. Tanner then gave details on other work in progress; he then highlighted updates to the project issues and risks.

#### **Quality Assurance Assessment Report**

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

#### **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 12:09 p.m.

#### **Next Meeting**

The next meeting will be June 27, 2025, via Zoom from 10:00 a.m. to 12:00 p.m.

#### **Action Items**

	Action Items	Owner	Status





# Person Data Improvement

**Dexter Mejia, CSD ASSOCIATE DIRECTOR**  
**June 27, 2025**



# Recap

- Gartner Inc. completed a 12-week analysis project about our person data situation
- The analysis involved over 30 people from AOC and the Courts to provide information, discuss the issues, and plot a future course
- Gartner's analysis and recommendations were presented to the JISC (April 2025)
- JISC requested AOC to come back in June to discuss next steps

# Recap – Vision



**A well identified and accurate person record organized and available across Washington State Courts promoting just, safe and timely outcomes to key participants in the criminal and civil legal system.**



# Recap – Goals

**Goal 1:** Develop and implement an efficient, scalable data correction process that can handle increasing volumes of correction requests and ticket submissions without straining resources.

**Goal 2:** Establish a comprehensive data quality management framework that ensures the accuracy, consistency, and reliability of person records across all CMS systems involved in the judicial process.

**Goal 3:** Establish a unified and interoperable data ecosystem that enables seamless integration and near real-time data sharing of a unified person record.

**Goal 4:** Ensure the accuracy and reliability of person data within judicial processes to support effective decision-making and uphold public safety.

# Recap – Goals

**Goal 5:** Enhance resource management through improved training and retention strategies to minimize staff turnover and ensure accurate data handling.

**Goal 6:** Establish a unified and authoritative person record system across Washington State's court system to ensure consistency, accuracy, and reliability.

**Goal 7:** Establish seamless integration across multiple case management systems (CMS) to ensure consistent and accurate person records.

**Goal 8:** Establish a comprehensive data governance framework for person records across all case management systems (CMS) to standardize data quality and adhere to compliance.

# Recap – Goals

**Goal 9:** Enhance trust and reliability in reporting through improved data quality.

# Recap – Objectives

Enhance data accessibility  
with security

Facilitate stakeholder  
collaboration and  
communication

Strengthen issue resolution  
capabilities

Enable record reuse and  
reduce duplicates

Improve onboarding  
processes

Enhance Interoperability

Facilitate knowledge  
transfer and retention

Enhance data quality  
assurance measures

Establish statewide data  
standards for the person  
record

Improve staff training and  
retention

Develop a centralized  
unified person record  
system

Enhance data accuracy  
and integrity



# Recap – Objectives

Implement real-time data access

Streamline data entry processes

Facilitate secure access and privacy

Harmonize data collection and reporting

Strengthen data governance

Implement advanced data matching algorithms

Improve data consistency and integration

Standardize data entry practices

Standardize and align record creation

Improve information sharing for decision-making

Establish data lineage of the person record

Enhance matching precision

# Recap – Objectives

Develop a unified data  
management system

# Recap – Business Use Case

**Protect Well-Informed Judicial Decision-Making and Record Provisioning**

**Develop and Implement Modern Data Management Practices**

**Training and Knowledge Transfer**

**Create and Apply Effective Data Management Governance**

# Recap – Technical Use Case

**Establish Centralized Data**

**Data Sharing and Collaboration**

**Enhancing Data Quality**

**Mastering the Person Record**

# Recap – Roadmap

## Short Term: Enhance the current environment



1. Allocate resources and roles for person data modernization roadmap execution
2. Establish data governance board
3. Establish data stewardship
4. Refine data request process
5. Define data quality framework
6. Develop and implement data literacy and training program
7. Create communications plan
8. Establish and operationalize a person data modernization – OCM Plan

# Recap – Roadmap

## Short Term Desired Outcomes



- Defined roles and responsibilities across the AOC and business partners for the implementation of the Person Data Modernization Roadmap
- An operational data governance council and defined playbook for data stewards
- OCM team and change plan is established for the implementation of the MDM technology approach and introduction of policies, processes and standards
- Implementing a comprehensive MDM communication plan will enhance stakeholder engagement and alignment, leading to smoother adoption and integration of MDM processes across AOC and the Courts.



# Recap – Roadmap

## Mid Term: Build & Implement Consolidated MDM



1. Establish data governance and processes, including value and quality KPIs
2. Develop/refine data standards and policy artifacts
3. Procure MDM solution
4. Implement consolidated MDM solution

# Recap – Roadmap

## Mid Term Desired Outcomes



- A structured data governance framework ensures data integrity, consistency, and reliability leading to improved decision-making
- Stakeholders can trust and effectively utilize the person data to drive decisions
- Developing or refining data standards and policy artifacts ensures uniformity and compliance across the organization. This leads to improved data quality, interoperability reducing risks associated with data misuse or inconsistency.
- Procuring and implementing a consolidated MDM solution is the establishment of a unified platform that brings together and manages person master data resulting in improved data accuracy and consistency of the person record

# Recap – Roadmap

## Long Term: Build & Implement Consolidated MDM



1. Mature remaining operating model processes and governance artifacts
2. Establish a process to harvest best practices to feed continual improvement
3. Transition to centralized MDM solution

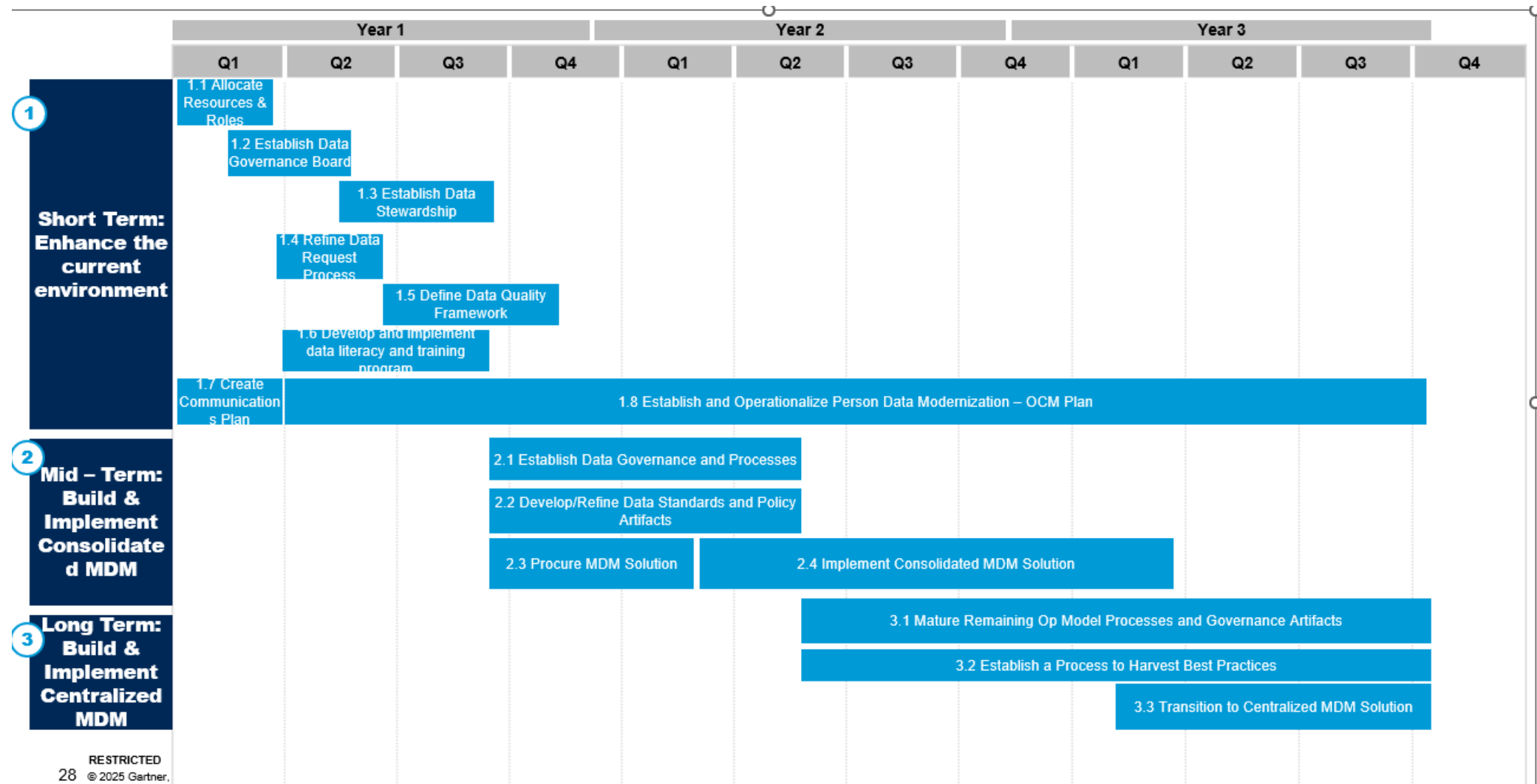
# Recap – Roadmap

## Long Term Desired Outcomes



- Steady refinement and maturation of the operating, process and governance models over time
- Turning feedback into actionable for the transition for the transition from consolidated MDM solution to the centralized MDM solution
- The centralized MDM holds a set of “golden records” that are accessed in a read-only fashion by all the operational and analytical systems throughout the enterprise

# Proposed Roadmap Timeline



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## **Gartner's proposed plan is a “happy path” scenario.**

Happy path is a default scenario featuring no exceptional or error conditions. For example, staff resources and funding already exists or can be readily made available. Also, the issue(s) are complex with many threads, dependencies, and actors.



# The Good, the Bad, and the Ugly

## The Good

- Commitment from the JISC, the associations, and the AOC
- Person Business Rules Committee already exists
- There is a vision, goals, and objectives
- Consultant validated current issues and provided future state strategic and tactical recommendations

## The Bad

- More planning required – impacts, dependencies, process and policies
- There are no resources available
- Happy path scenario as proposed by Gartner is not achievable

# The Good, the Bad, and the Ugly

## The Ugly

- Capacity and capability - Adding another large program to an already overloaded plate, different capabilities required
- Enterprise/organizational readiness to shift focus will be challenging, shift focus from large software projects to data quality
- Many dependencies, stakeholders, upstream and downstream impacts
- No funds for resources or technology investments for the 2025-2027 biennium
- A dedicated team will be needed to work with the committee to develop governance, continue project planning, perform data analysis, develop data and information architecture, and execute development as required

# Looking Ahead

## What can we do now with what we have?

- Planning, prevention, reduction, and education
  - Person matching routine improvement feasibility
  - Outreach for awareness
  - Issue resolution process improvement feasibility
  - Prepare budget request(s) and ITGs
  - Foster person data expertise (AOC and Courts)

# Constraints and Risks

## Constraints

- No readily available resources at AOC to do the work
- Lack of person data expertise
- No technical work can begin towards MDM or centralized person data repository

## Risks

- Will be very slow progress to do the work as we have time and resources available
- Ad-hoc resourcing will not foster continuity of person data knowledge and experience
- Any “borrowed” resources are subject to urgent issues, priority projects or primary M&O tasks
- In 2026 and 2027, AOC and CLJ courts will be focused on completing EJ implementation

# Looking Beyond

## **If we get funds, we can...**

- Get a dedicated team
- Create a proper program and project plan
- Continue work with PBR committee
- Plan for change management
- Get training for the team about Master Data Management
- Begin architecture work for a centralized person record repository
- Begin governance work
- Prepare subsequent budget request(s) and ITGs

# Constraints and Risks

## Constraints

- Project planning and scheduling is subject to recruitment timelines, new staff on-boarding, group development stages (forming, storming, norming, and performing)

## Risks

- Execution of activities will still take months to begin
- In 2026 and 2027, AOC and CLJ courts will be focused on completing EJ implementation
- Dependencies with other programs, stakeholders, and vendors



# If We Do Nothing...

- Person data quality issues will continue to compound
- Person data trust will continue to erode -
- Person data issue resolution will take longer and more complex
- High probability for diverging strategies/solutions to data issues – workarounds, one-off tactics, etc.
- Judicial decision making will continue to be impacted
- Liability and public safety risks will continue to increase
- Person data volume, duplicate records, erroneous records, etc. will continue to increase

# Discussion

## Options

1. Determine feasibility to begin assessment of person matching routine – scheduling, resources, desired outcomes
2. Determine feasibility to begin assessment of person data issue and escalation processes – scheduling, resources, desired outcomes
3. Determine feasibility to develop PBR training
4. Develop funding request for resources and IT investments for supplemental or next biennium's budget process
5. Develop ITGs to aid budget development requests
6. Determine feasibility to de-scope or deprioritize other work to make room and make resources available
7. Delay and get through CLJ-CMS implementation and until funding is available – 2 years out

# Discussion

## Notes

- Outreach already underway
  - Designing website to post pertinent information about person data issues, encourage continue use and application of Person Business Rules, post any artifacts related to person data improvement work
  - Regular reporting to the associations
- SC-CMS data to EDR kick-off underway
- Minimum resources needed to stand up the program – Program Manager, Sr. Business Analyst, Data and Information Architect
- Resources required to execute plan – Project Manager, Integration Developers, Data Modeler, Change Coordinator, Education/Trainer

# Next Steps

- AOC to continue working on outreach, education, awareness, and collaborative data correction activities
- Postpone PBR committee meetings, keep committee engaged in planning
- Examine feasibility and level of effort to work on person matching improvements
- Examine feasibility and level of effort to work on a person data curriculum
- Continue to unpack Gartner recommendations, report back at the October JISC meeting
- Continue SC-CMS data to EDR transition
- JISC members to discuss with their court level colleagues shifting any planned or incoming IT requests to make room for Person Data Improvements and as top priority statewide.





# **ITG 1326 – Online Interpreter Scheduling: Court Survey Findings**

**JAMES WELLS, COURT PROGRAM SUPERVISOR**  
June 27, 2025

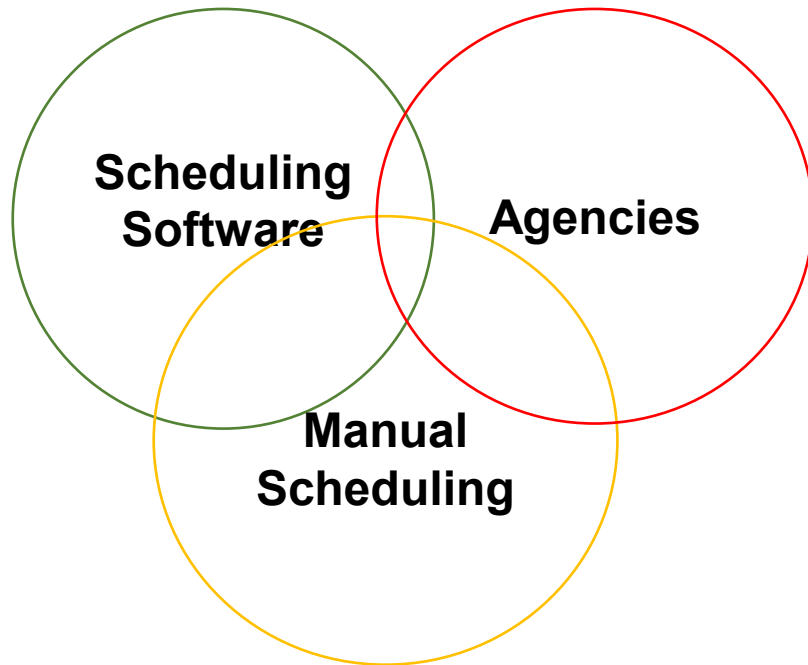
# February Meeting Recap

- Current Landscape
- Business Need for a Statewide System
- Core Functions from Court's and Interpreter's Perspective
- Option Analysis

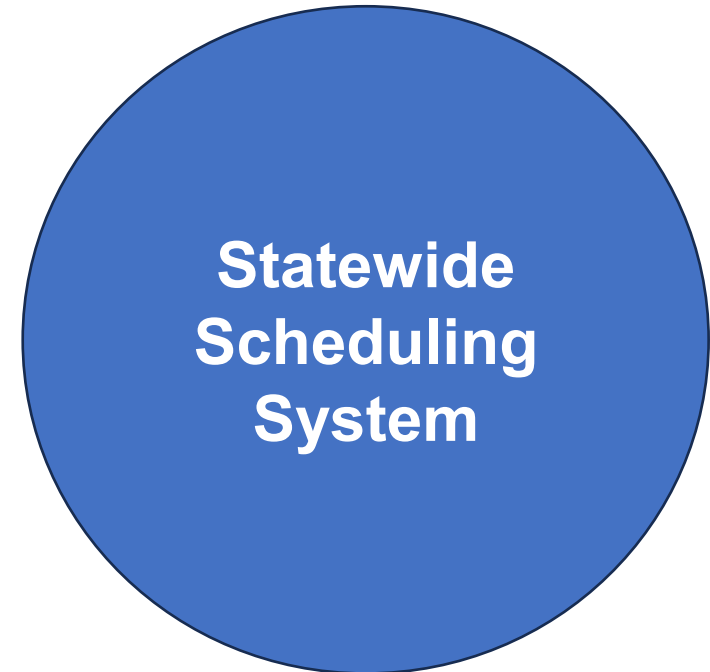
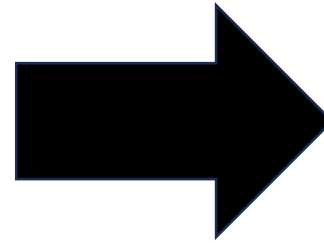


# Overview

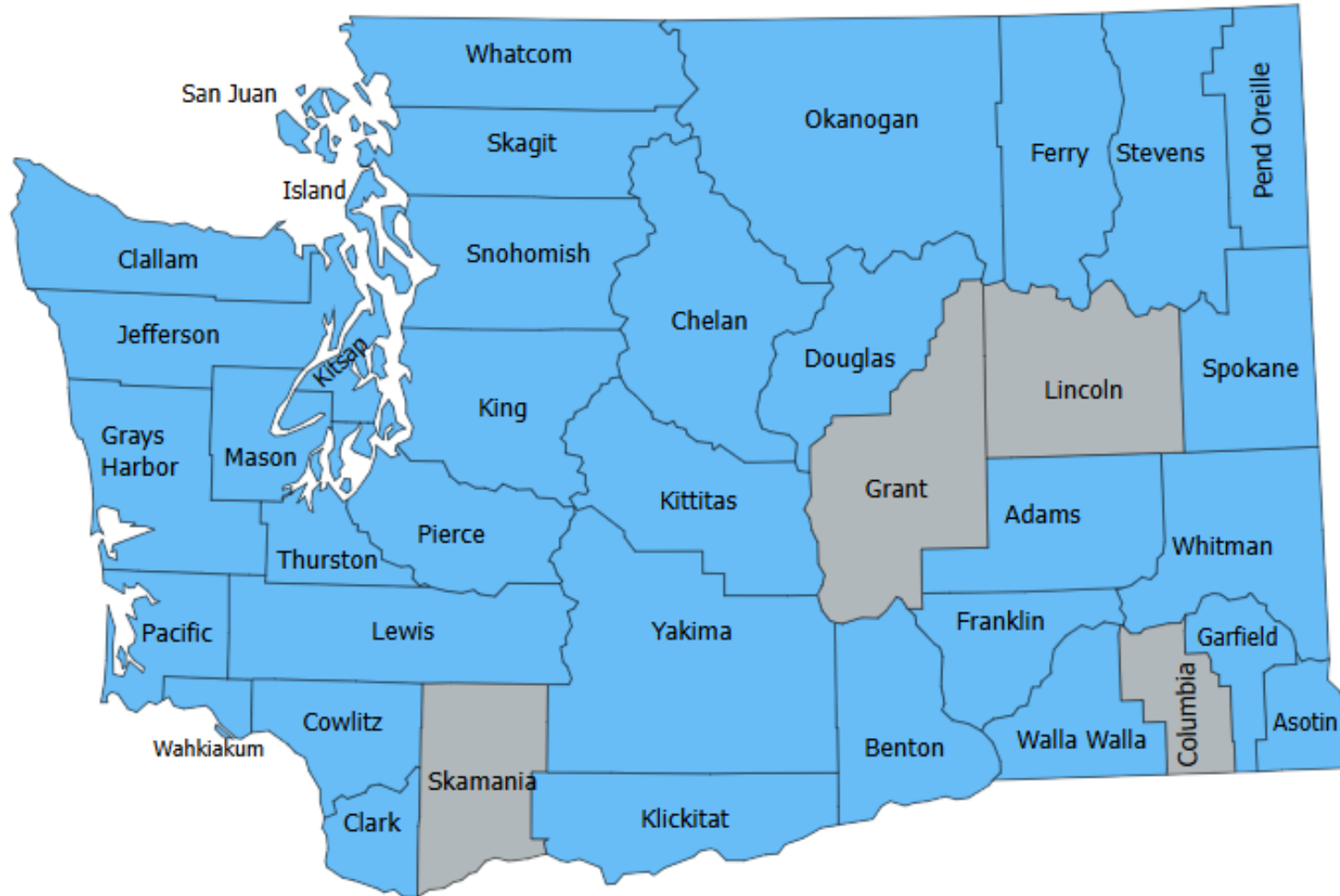
## Current Scheduling Practices



## Statewide Scheduling System

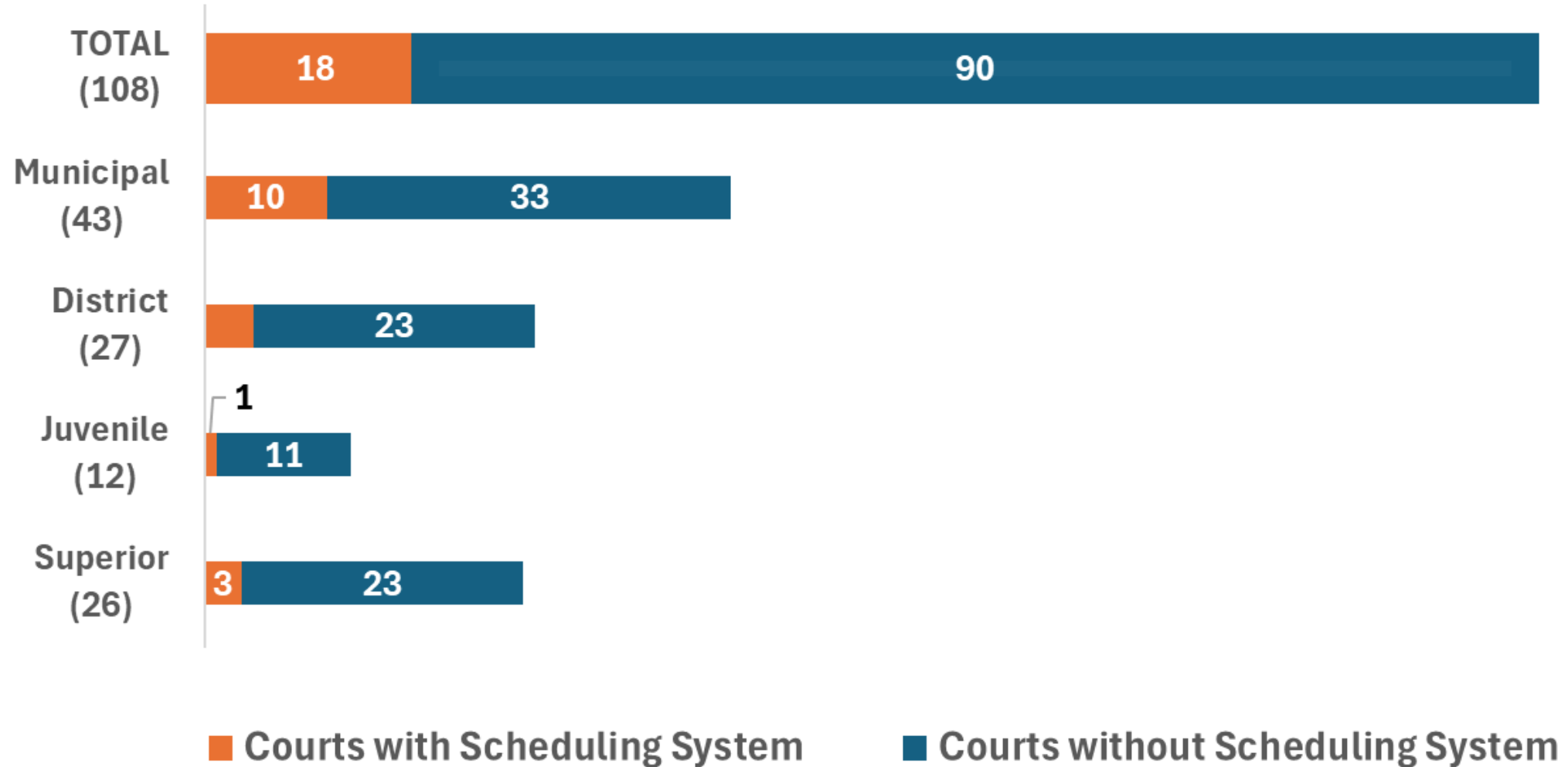


# Survey Participants by County



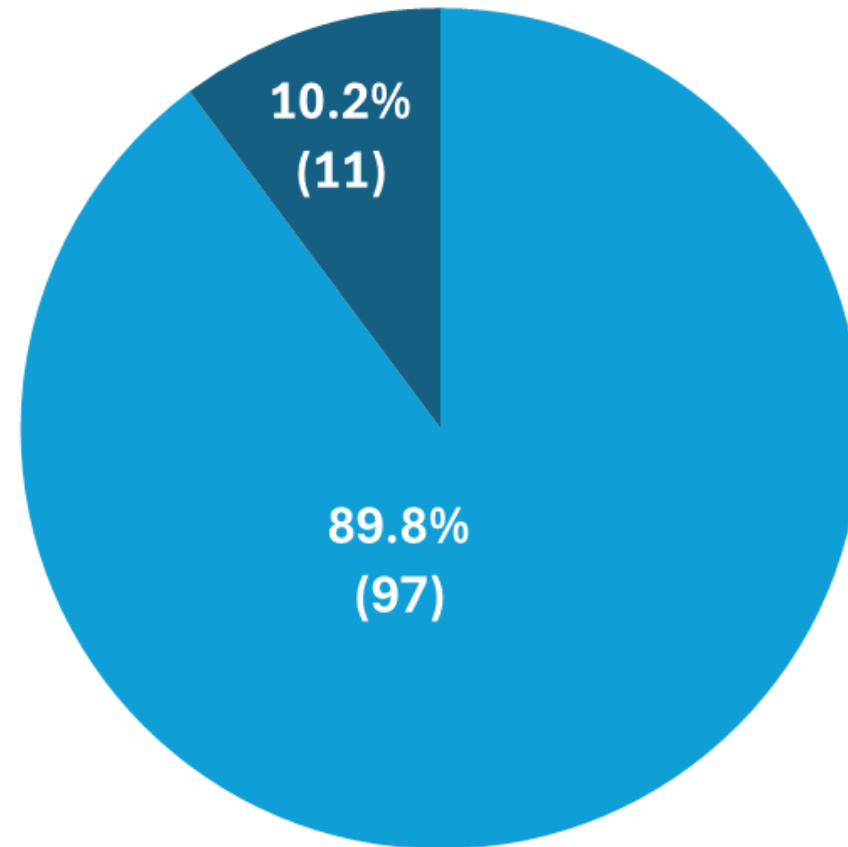


# Survey Participants by Court Level



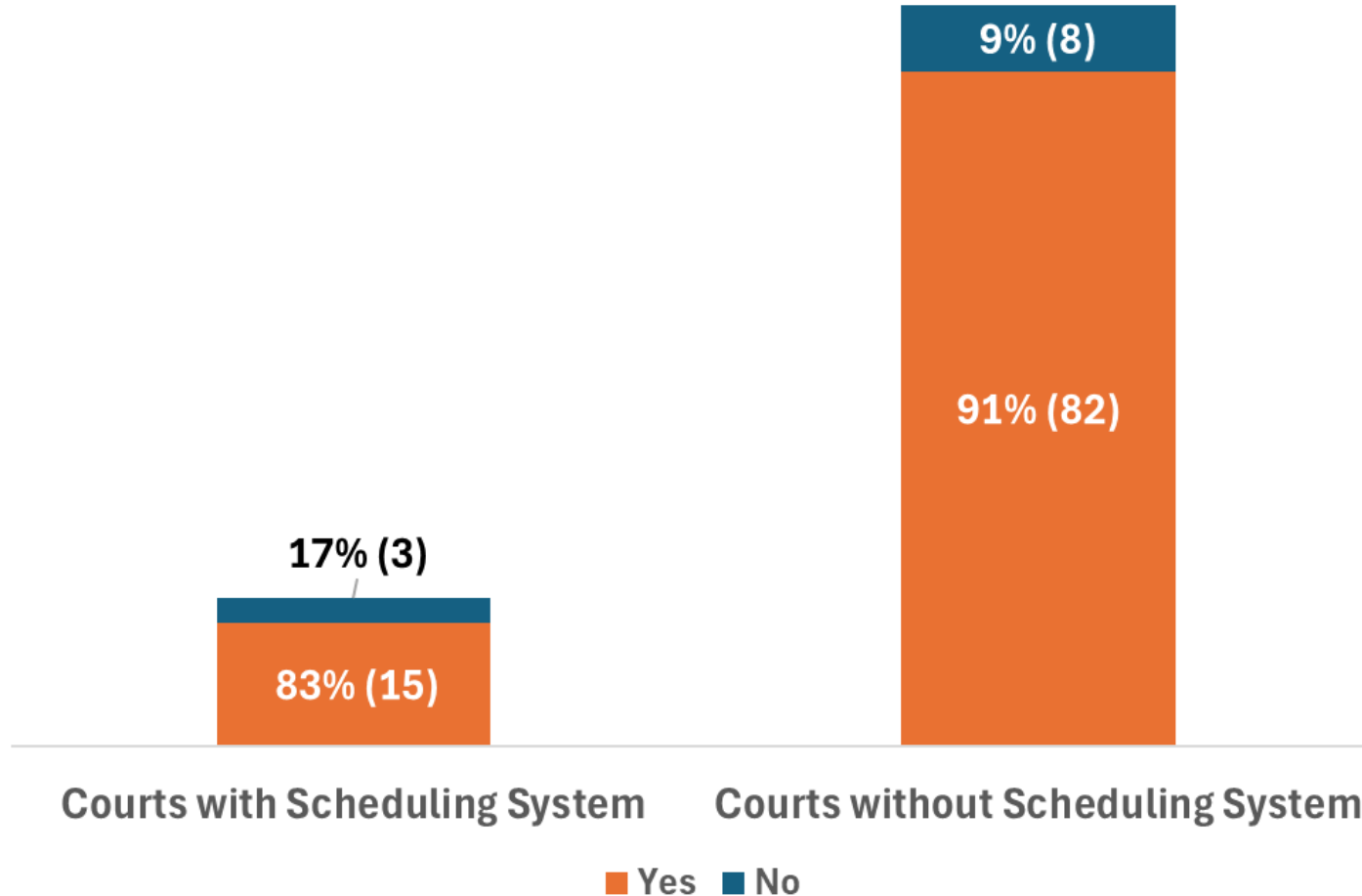
# Adoption Rate Overview

Statewide  
Scheduling  
System  
Adoption Rate



■ Yes ■ No

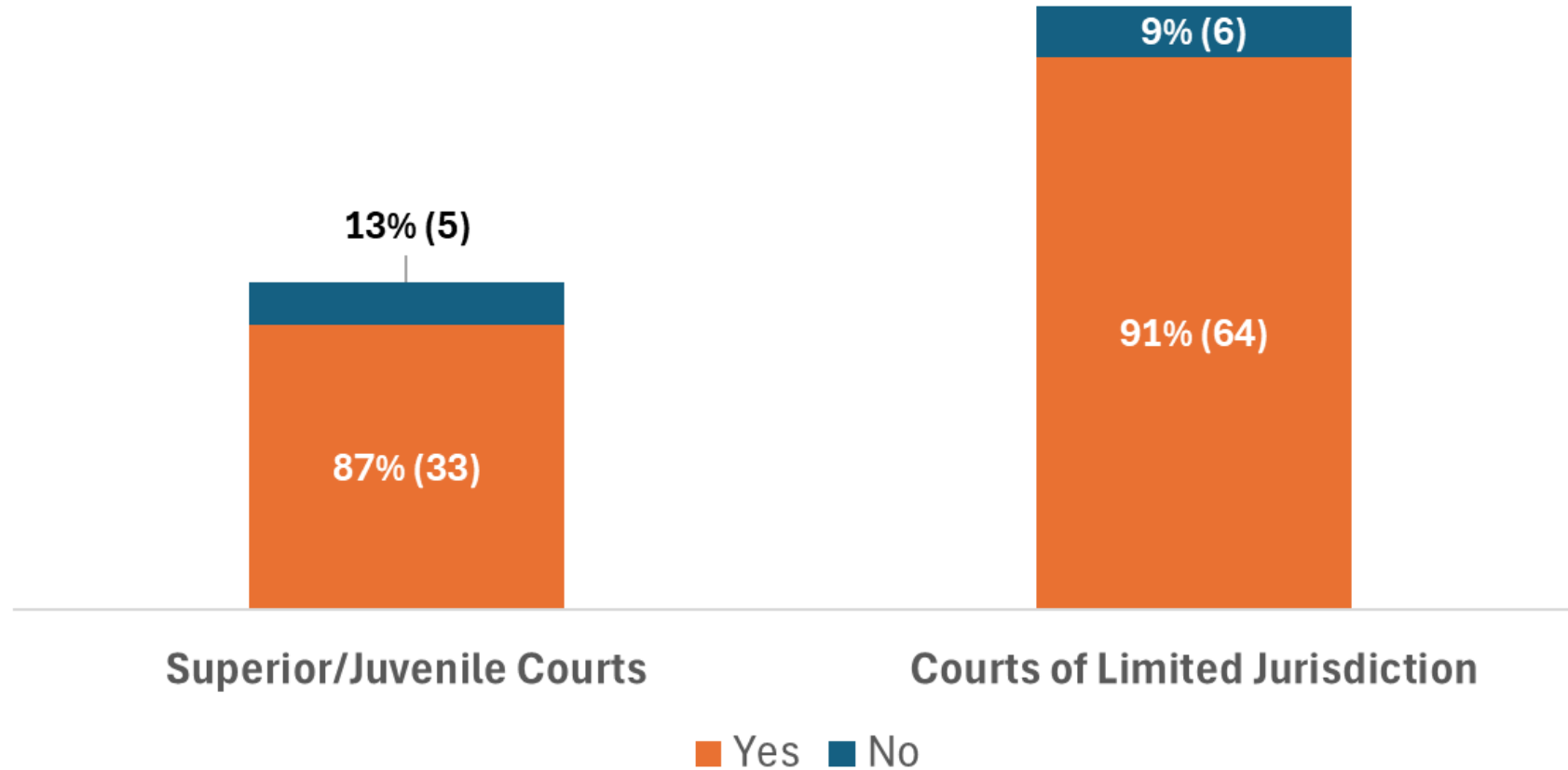
# Adoption Rate by Current Scheduling Practice



## Potential Reasons for “No”

- Existing system works
- Cost
- Technical Support
- Low volume of interpreter service needs

# Adoption Rate by Court Level



# Court-Identified Core Functions

- Scheduling, Managing, and Customizing Interpreter Assignments
- Automatic Notification of Assignment Status
- Real Time Data Updates and Data Tracking
- Integration with the Language Access and Interpreter Reimbursement Program

# Court-Requested Enhancements Functions

- Standard Invoicing Feature
- Access to AOC Interpreter Database
- Integration with Other AOC Systems

# Benefits of a Statewide Scheduling System

## Current Scheduling Practices

Inconsistent Practices by Courts

Limited Resource Utilization and  
Low Visibility of Other Courts

Labor Intensive Practices

Training Burden for Each Court

Cost Burden by Each Court

Standalone System



## Statewide Scheduling System

Standardized Scheduling Process

Improved Efficiency with Coordination

Statewide Resource Sharing

Centralized Training & Support

Cost Savings & Centralized Overhead

Scalability & Potential for Integration

# Cost Analysis Estimate

- Major Activities:
  - Procure commercial interpreter application
  - Configure application for state requirements
  - Integrate interpreter application with AOC CMSs
  - Modify existing AOC interpreter applications such as Interpreter Database and Language Access and Interpreter Reimbursement Program
- ***Estimated cost:*** ***\$1.2 million***
- ***Estimated duration:*** ***18 months***



# Next Steps

If JISC approves moving forward:

- Request funding from Legislature for the 2027-2029 biennium
- If funded, begin procurement process for scheduling system

# Questions?



# IT Governance Request Decision and Prioritization

**C. Kevin Ammons, ISD ASSOCIATE DIRECTOR**  
**June 27, 2025**

# Overview

- One ITG request is ready for JISC's consideration
- There are two decisions
  - First, a decision on whether or not to proceed with ITG 1326 – Online Interpreter Scheduling
  - Second, if proceeding with the request, Prioritizing ITG 1326 with the existing ITG requests

# Summary of ITG 1326 – Online Interpreter Scheduling

- Seeks to procure and implement a commercial Interpreter Scheduling application, and to integrate the new system with existing JIS applications
- This would be a large effort at a total cost of about \$1.2 million, including approximately 3,500 hours of staff time
- This application would be primarily focused on the trial courts
- Prioritized as #2 of 2 requests by the Multi-Court Level User Group

# **Decision Point #2025-03**

# Current JISC 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

# **Decision Point #2025-04**



Judicial Information System Committee Meeting

June 27, 2025

**DECISION POINT 2025-03 – Proceeding with Information Technology Governance (ITG)  
Request #1326 – Online Interpreter Scheduling**

**MOTION 1:**

I move that the JISC instruct the AOC to continue its implementation of ITG 1326 – Online Interpreter Scheduling to establish a statewide online interpreter scheduling system.

**I. BACKGROUND**

Interpreter scheduling services would be a new service that AOC does not currently provide. Instead, local jurisdictions coordinate their own interpreter scheduling through manual processes or through the use of locally procured/developed applications. ITG 1326 – Online Interpreter Scheduling, would be for AOC to implement a statewide application that can provide these services.

**II. DISCUSSION**

The statewide online scheduling solution (ITG 1326) that would provide a comprehensive system of features and functions which include, at a minimum, the ability to search for court credential led 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. This request would require funding from the legislature in order to proceed.

**III. OUTCOME IF NOT PASSED –**

Interpreter scheduling, and any technology solution related to it, will remain as a responsibility of each jurisdiction.

Judicial Information System Committee Meeting

June 27, 2025

**DECISION POINT 2025-04 – Prioritize Information Technology Governance (ITG) Request**

**MOTION:**

I move that ITG Request #1326 be prioritized as JISC priority #\_\_\_\_.

**I. BACKGROUND**

This is a continuation of the previous Decision Point 2025-03 that authorized this ITG.

**II. DISCUSSION**

This decision is based on the previous Decision Point 2025-03 that authorized this ITG and requires prioritization as it relates to existing JISC priorities.

**III. OUTCOME IF NOT PASSED –**

The default priority for this request would be last on the JISC Priority List.



# Draft JISC AI Guidelines

**C. Kevin Ammons, ISD ASSOCIATE DIRECTOR**  
**June 27, 2025**

# JISC and AI

- At the April JISC, we presented Artificial Intelligence (AI) guidance from both the Board for Judicial Administration (BJA) and the National Center for State Courts (NCSC)
- AOC was asked to draft similar guidance related to JIS
- This draft focuses heavily on the JIS applications and statewide data

# Proposed Draft

- Begins with authorities from RCW and court rule
- Provides an overview of JIS and also of AI, including aspects of AI that any user should be aware of
- The guidelines provide direction on
  - Complying with RCW and court rules
  - Directions on handling of restricted data and statewide data with AI
  - Reminder that all AI products must be reviewed and verified by a human, who is ultimately responsible for proper use
  - Guidance on reporting security issues or confidentiality breaches

# Next Steps

- Please review this draft with your associations and provide feedback to AOC by July 28
- AOC will incorporate the feedback and bring the revised document back to the August JISC meeting

# Questions?



**Approved: XXX XX, 2025**

### **JISC AI Guidelines**

The Judicial Information System Committee (JISC) and the Administrative Office of the Courts (AOC) are granted significant responsibility for the Judicial Information System (JIS) in both statute and court rule. The Revised Code of Washington RCW Chapter 2.68 states that, “The judicial information system committee ... shall determine all matters pertaining to the delivery of services available from the judicial information system.” The JISC Rule (JISCR) 1 directs the AOC to design and operate the JIS “under the direction of the Judicial Information System Committee and with the approval of the Supreme Court pursuant to RCW 2.56.” In addition, JISCR 15 states that, “Due to the confidential nature of some court information, authority over the dissemination of such information shall be exercised by the judicial branch.”

The JIS is the collective term for the information systems provided by the AOC for courts in Washington. The JIS includes primary case management applications and databases, supporting applications, data exchanges, and reports that allow the courts and AOC to operate effectively. The JIS provides services to appellate, superior, juvenile, and limited jurisdiction courts. The JIS contains statewide data from all jurisdictions in Washington, including data that is sealed, confidential, sensitive, and not subject to public disclosure.

The emerging technologies referred to as Artificial Intelligence (AI) carry both promise and risk. In relation to the JIS, AI platforms offer the potential to dramatically enhance court operations and access to court information. As with every technology used in the courts, protection of the confidentiality, integrity, and availability of the JIS and its statewide person and operations data must be the greatest concern of every person accessing and using the JIS.

All AI platforms are trained using datasets, which the AI analyzes to identify patterns, establish conceptual relationships, and know facts. Not all AI datasets are sequestered, which represents



a significant concern. Once data of any kind is put into an AI platform, it may no longer be under the control of the user who entered the data. Under some AI Platform End User Licensing Agreements, all data entered can become part of the public domain. All users must be mindful that any information entered into a publicly available AI platform could be shared or used to create responses to users not affiliated with the Washington Courts.

JIS users who utilize AI platforms for any purpose must adhere to the guidelines that follow to reduce the possibility for compromising the confidentiality, integrity, and availability of the JIS and its statewide data.

**Guidelines:**

- All AI platform usage must comply with court rules and applicable laws on confidentiality and data sharing, including General Rule 31, General Rule 31.1. and RCW 42.52.050.
- Sealed, confidential, sensitive, or personally identifiable information should never be entered into any AI platform.
- Statewide data should not be entered into an AI platform by any JIS user without authorization of the JISC.
- All work products produced by AI must be reviewed, fact-checked, and verified by human judgement.
  - Be aware that content generated by AI platforms could contain biases introduced by its datasets.
- The use of any work product generated by an AI platform is ultimately the responsibility of the person who uses it.
- Report any suspected JIS-related security issues, inadvertent disclosures, or confidentiality breaches to local IT and/or AOC immediately.



# Updating JIS Policies

**C. Kevin Ammons, ISD ASSOCIATE DIRECTOR**  
**June 27, 2025**

# JIS Policies Overview

- The JIS General Policies contain ten policy subject areas, including:
  - Software
  - Security
  - Use of Customer Services
  - JIS Applications
- The document was last revised by the JISC in June 2015
- There are several other policy documents approved by the JISC that must also be revised.
- All approved documents are published at [JIS Policies](#)

# Review Process

- The existing policy documents will be split into separate documents for each subject area
- A new policy organization structure and numbering system will be developed
- AOC will draft proposed revisions to each policy area incorporating changes that have occurred over the last decade
- Each JISC meeting AOC will present 2 – 3 policy areas documents for feedback and approval
- The first proposals will be presented at the August JISC meeting

# Questions?

# JIS General Policies

*With Comments*

Last Revised by the JISC: June 26, 2015

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## Authority

RCW 2.68.010 gives the JISC the authority to “determine all matters pertaining to the delivery of services available from the judicial information system.” JISC Rule 1 provides for AOC to operate the Judicial Information System (JIS) under the direction of the JISC and with the approval of the Supreme Court pursuant to RCW 2.56. RCW 2.68.050 directs the courts, through the JISC, to provide electronic access to judicial information.

## Scope

These policies apply to all persons, organizations, or agencies that operate, manage, or use the portfolio of IT products and services provided by AOC.

## 1. EQUIPMENT

### 1.1 General

#### COMMENT

*Historically the JIS provided some end user equipment as each trial court system (SCOMIS, DISCIS, JUVIS) was implemented. The amount of equipment distributed depended on the available funds. With the implementation of the IP network and the need to replace “dumb” terminals with personal computers, the JIS initiated the first equipment replacement plan in 1996.*

- 1.1.1 The Judicial Information System (JIS) is the system owned and maintained by the Administrative Office of the Courts (AOC). A JIS court is a court that uses the JIS to process its cases from filing to closure. A non-JIS court is a court that contributes information electronically to the statewide JIS database.
- 1.1.2 Subject to available funding, the AOC provides end-user equipment including personal computers and printers for court personnel and county clerks in JIS and non-JIS courts. The AOC does not provide equipment for users other than courts and county clerks.

#### COMMENT

*The JIS is funded for equipment in the Judicial Branch and County Clerks (who are the clerks of the superior courts) only.*

- 1.1.3 Subject to legislative funding, the number of JIS computers provided to courts is calculated at up to 75 percent (75%) of the FTEs from the most recent staffing report published by AOC; one report printer per six administrative or clerical FTEs with a minimum of one report printer per court or clerk's office; for limited jurisdiction courts, one receipt printer per cashier with a minimum of one receipt printer per court or clerk's office; and for superior court clerks one cash drawer, slip printer and receipt printer per cashier with a minimum of one cash drawer, slip printer and receipt printer per court.

#### COMMENT

*The policy of JIS funding up to 75% of personal computers, based on FTE counts, was decided by the JIS Executive Committee on April 18, 2006, based on the principle of a need for local-state cooperation to share responsibility for equipment that is used for JIS applications and for local applications and tasks. However, all JIS equipment replacement is limited by legislative funding.*

- 1.1.4** Equipment is provided to the users defined in sub-sections 1.1.1 and 1.1.2 for the purpose of enabling judicial officers, clerks, court administrators, and clerks' and court administrators' staff to access and update the JIS, to do legal research, or for other court business purposes. JIS-owned equipment not used for court business purposes shall be returned to the AOC.

## **1.2 Replacement of Personal Computers, Printers, and Related Equipment**

### **1.2.1 Basic Rule**

Subject to legislative funding, the JIS provides a one for one replacement of JIS supplied and JIS funded equipment on a five year cycle.

#### **COMMENT**

*The five year standard was established with the first replacement cycle in 1996.*

### **1.2.2 Reimbursement for Locally Purchased Personal Computers**

#### **COMMENT**

*Because of the nature of the JIS network architecture, which often includes local jurisdictions' area networks, it is often desirable for local jurisdictions to buy and maintain equipment themselves. Therefore, the JIS provides for local purchase of JIS-funded court and county clerk equipment under reimbursement plans. This allows the local jurisdictions to maintain consistent equipment standards and simplifies maintenance.*

- 1.2.2.1** If a local court or county clerk's office prefers to purchase its replacement computer equipment rather than use that supplied by the JIS, the JIS will reimburse the court or county clerk for the actual cost of the equipment or a specified amount based on current market prices per device, whichever is less.

- 1.2.2.2** The JIS will not provide maintenance coverage for locally purchased equipment covered by a reimbursement plan.

- 1.2.2.3** Computer equipment purchased under a reimbursement plan must meet current published JIS minimum standards.

#### **COMMENT**

*In order to help ensure the efficient delivery of the JIS to the courts and county clerks, the JIS maintains, through the AOC, standards for personal computers. The standards include minimum requirements for processor speed, RAM capacity, hard drives, CD-ROM drives, display, sound, and web browser.*



**1.2.2.4** Contractual agreements will be used for reimbursements.

**COMMENT**

*The JIS Committee approved the use of reimbursements and Inter-Local Cooperative Agreements to implement them on June 21, 1996. The Interlocal Cooperation Act, Chapter 39.34 RCW, provides for and governs the use of such agreements.*

**1.2.3 Retention of Old Equipment**

Courts and county clerks may keep old JIS-owned equipment after it has been replaced. State inventory tags must be removed from the equipment and replaced equipment becomes locally owned. Repair and maintenance of this equipment is the responsibility of the court or county clerk.

In some instances, older computers may not be able to support up-to-date security controls or requirements. In such instances, where older hardware is incompatible with current security measures, AOC may disallow or block connection from obsolete devices.

**1.2.4 New Judges and Employees**

**1.2.4.1** Equipment for court and county clerk staff who were added after a replacement cycle will be provided in the next cycle, provided sufficient funds are available.

**1.2.4.2** Equipment for new judges will be provided at the time judgeships are funded and filled, provided sufficient funds are available.

**1.3 Locally Owned Equipment**

**1.3.1** Courts and county clerks may use locally owned equipment to access and use the JIS.

**1.3.2** IBM-compatible equipment is required for courts and county clerks to connect to and use JIS.

**1.4 Security and Care of JIS Owned Equipment**

**1.4.1** Courts and county clerks must exercise due care (1) to ensure that JIS-owned equipment is installed in locations that are secure, and (2) in their use of JIS-owned equipment. The JIS insures equipment against loss and theft. Damage due to negligence is the responsibility of the court or county clerk.

**1.4.2** When connecting personal computers and printers to electrical power, courts and county clerks must use surge protectors that meet JIS standards.

## **1.5 Maintenance of Equipment; Service Calls**

- 1.5.1** The JIS provides maintenance coverage for any JIS-owned equipment (subject to the exceptions identified in these policies).
- 1.5.2** The JIS pays repair costs for broken JIS-owned equipment and for the resolution of problems related to the JIS provided software when the problem is determined to be caused by defective hardware, or an act of nature (fire, storm damage, etc.). Costs for repairs related to negligence (e.g., damage resulting from spillage, falls, misuse, etc.) are the responsibility of the court or county clerk. Repair costs include parts, travel, and labor costs.
- 1.5.3** AOC Customer Services handles service calls from courts for JIS-owned hardware. Customer Services will only accept calls from authorized callers (those authorized by court or county clerk management), Site Coordinators, Administrators, or County Clerks.
- 1.5.4** AOC Customer Services handles service calls from courts and county clerks for court and county clerk-owned equipment when the court or county clerk has a maintenance contract with the same maintenance vendor as the JIS (currently Cascade Computer Maintenance). In such cases, CCM will directly bill the court or county clerk for charges resulting from such calls.

### **COMMENT**

*Customer Services recommends that courts and county clerks discuss all hardware issues with their local Information Services departments, if they have one, prior to calling Customer Services for a service call. This will alleviate unnecessary service calls and subsequent billings at the court or county clerk's expense for local network settings that are handled at a local level.*

## **1.6 Upgrades of JIS Owned Equipment**

- 1.6.1** Unauthorized peripherals (monitors, keyboards, speakers, etc.) may not be attached to JIS-owned personal computers.

### **COMMENT**

*The attachment of such peripherals negates the PC warranty and complicates problem resolution and service provisions.*

- 1.6.2** Unauthorized components (additional hard drives, memory, etc.) may not be installed in JIS-owned personal computers.

### **COMMENT**

*The addition of such components negates the PC warranty and complicates problem resolution and service provisions.*

## **1.7 Equipment for Judges**

### **COMMENT**

*Policies for judges' equipment were established by the JIS Equipment Subcommittee on October 13, 1998 and reviewed by the JIS Committee on October 23, 1998. The allocation policy for municipal court judges was established by the JIS Equipment Subcommittee on November 19, 1999. In the original distribution to municipal court judges, the standard was that the court have a minimum annual domestic violence case load of 48 cases, based on 1998 numbers.*

- 1.7.1** Each superior and district court judge and each commissioner employed .5 FTE or more is eligible for one personal computer and one laser printer.
- 1.7.2** Judicial officers in Judicial Districts are eligible for one printer per courtroom at each court location.
- 1.7.3** Municipal court judges who are either full-time, or whose courts have a substantial domestic violence caseload, are eligible for one personal computer and one laser printer.
- 1.7.4** Judges' personal computers are eligible for reimbursement contracts.

## **2. NETWORKS & CONNECTIVITY**

### **2.1 General**

- 2.1.1** The JIS will provide each court and county clerk with a network connection, including such required equipment as routers and switches, to the JIS systems and data base.

### **COMMENT**

*Historically, the JIS has provided the telecommunications network used to connect the JIS to the courts. The formal policy was approved in a motion adopted by the JIS Committee on June 21, 1996. Originally, the network consisted of dedicated circuits and the proprietary IBM SNA protocol. With the implementation of the TCP/IP protocol it became feasible to use shared network resources, including the state's backbone, the InterGovernmental Network, county and city area networks.*

- 2.1.2** Other criminal justice users may use court network connections, provided no additional costs are incurred to enable their use.

*Shared networks provide benefits both to users (more services are available) and to the JIS (costs are reduced).*

- 2.1.3** Wherever possible, the JIS will use the state's InterGovernmental Network (IGN) to connect to local courts. In such cases, local criminal justice agencies which use the JIS may also use the IGN to connect, provided JIS security requirements are met. In the cases where the connection to a local court uses the IGN, the JIS pays the "anchor tenant" portion of the charges. In such cases, counties or cities will be responsible for local government connection charges.

COMMENT

*State agencies are charged to use the IGN production applications ("anchor tenants") and local governments are charged for the connection to IGN. Local charges are usually paid by the county or city government, not the courts or county clerks, and cover usage by all local government agencies.*

- 2.1.4** The JIS will not provide support for the portion of the network connection that involves a local network (i.e., between a router [InterGovernmental Network or JIS supplied] and a switch used to connect devices in a court or county clerk's office).

COMMENT

*This policy was approved in a motion adopted by the JIS Committee on June 21, 1996.*

**2.2 Network Security**

COMMENT

*Court and county clerk, and to some extent, local prosecutor and law enforcement, connections to the JIS are based on the Internet Protocol (IP) over shared networks or, in some cases, dedicated frame relay circuits. This section describes the requirements and architecture for connection to the JIS over an IP network using the state InterGovernmental Network, a county or city area network, a dedicated frame relay circuit, a local Ethernet, or a combination. These network architecture requirements are designed to enforce security by isolating JIS traffic from parts of networks where end user devices for non-criminal justice users are attached. In this scheme, courts, county clerks, law enforcement, and prosecutors are considered trusted and may be located in places on the network where JIS traffic is transmitted. Other local agency users may not access the local network connections dedicated to criminal justice.*

- 2.2.1** The IP address assigned to a JIS workstation identifies the workstation and serves to distinguish between authorized and unauthorized workstations (or between secured and unsecured, or trusted and untrusted workstations).
- 2.2.2** When connections are made, courts and county clerks already connected to county or city networks shall retain the IP addresses they have obtained from their counties or cities. Courts and county clerks planning to connect to county or city networks, as well as to JIS, shall obtain subnet addresses from their county or city. AOC will provide a VPN connection in instances where the county or city does not have sufficient resources.
- 2.2.3** If the court or county clerk has no external connections to a county or city network, AOC will provide network resources via a VPN tunnel.
- 2.2.4** IP addresses shall be statically assigned to printers used to connect to the JIS. Workstation addresses may be dynamic where approved by AOC technical staff. A network address translator (NAT) may also be used where approved by AOC technical staff.
- 2.2.5** A county or city IP segment connected to the JIS network may consist of court, county, clerk, prosecutor, and/or law enforcement agency workstations. Workstations used by other agencies may not be connected to such segments.
- 2.2.6** Users that are logged onto a JIS resource, by use of a RACF ID and password, may not use unauthorized applications or services that creates a remote connection to another computer or network. Doing so would make available the same access to data and privileges the logged on JIS user has, to unknown and potentially untrusted individuals. Tools used by technical support personnel to remotely manage computers on their networks are not subject to this requirement. These types of remote sessions take place within the boundaries of the trusted network, and do not create “external” connections.

#### COMMENT

*Products like PCAnywhere and Logmein install a product on a personal computer (PC) which continually ping a server. Users can connect to the server and create a tunnel to the PC with minimal credentials. This connection is not approved. However using a county/city VPN to connect to the county/city network, and then using Microsoft Remote Desktop Connection, is acceptable, as that utilizes a secure tunnel and full credentials.*

### **3. SOFTWARE**

#### **3.1 Software on JIS Owned Equipment**

- 3.1.1** The JIS will supply the operating system and a TN3270 terminal emulation program for all JIS-owned personal computers.

##### **COMMENT**

*For PCs supplied by the JIS, the JIS provides software essential to operating the PC and obtaining JIS services. The JIS provides a Microsoft Windows operating system, which includes the Internet Explorer web browser.*

*Because JIS legacy systems use 3270 terminal protocols, a TN3270 client is required to access them in the IP environment.*

*The JIS does not provide anti-virus or other software. Because of the need to constantly update such products, it is not feasible for the JIS to supply them. All courts and county clerks, including those which use JIS-owned equipment, are strongly advised to acquire and install anti-virus software.*

- 3.1.2** The JIS will supply a TN3270 terminal emulation program for any personal computer owned by a local court or county clerk and used to perform court work on the JIS.

##### **COMMENT**

*For court and county clerk-owned PCs, the JIS provides the software essential to obtaining JIS services. However, because the operating system is so closely associated with the PC, it is the responsibility of the PC owner to provide it, including the web browser. The JIS does not provide virus checkers or other software.*

#### **3.1.3 Court-Provided Software**

- 3.1.3.1** Courts and county clerks may install software (e.g., word processors, spreadsheets, etc.), provided they hold a valid license for it, on JIS-owned personal computers, except for those personal computers used for the Judicial Receipting System (JRS).
- 3.1.3.2** Courts and county clerks may replace the operating system on JIS-owned personal computers with a system that meets the current JIS standard.

##### **COMMENT**

*The AOC recommends that courts and county clerks not replace the operating system on JIS-owned PCs. The current standard requires a Microsoft*

*Windows operating system. The AOC encourages the use of reimbursement funds during equipment replacement projects if other than standard AOC-issued operating systems are required.*

- 3.1.3.3** Courts and county clerks are responsible for any problems associated with any locally installed software, and therefore, are liable for any maintenance costs related to incidents or outages caused by such products.
- 3.1.3.4** JIS users may not use software that allows remote viewing of, control of, or access to any personal computer that connects to the JIS. Courts and county clerks may allow their county and city information services providers to remote control PCs when required for technical support, and the user is notified that the remote control is happening.

#### COMMENT

*Programs such as GoToMyPC that allow remote access of a personal computer present a significant security risk because of the potential ease of access by third parties when a user's PC is enabled for remote access. At the same time user technical support services need to be able to use programs such as Microsoft SMF for PC and software maintenance and troubleshooting.*

### **3.2 Software Requirements for Use of the JIS**

- 3.2.1** AOC is responsible for and will ensure that the JIS application(s) support new Microsoft Windows operating systems and Internet Explorer browser versions within six (6) months of general release. Subsequently, once operating systems and browser versions are no longer supported by the manufacturer, support for that version by the JIS application will cease.
- 3.2.2** Windows users' browsers must be maintained at a version supported by the JIS applications. AOC may set more specific standards for browsers, applications and plugins, based on known usability and security issues.

#### COMMENT

*For example, if a user has Internet Explorer (IE) version 5.5, and Microsoft no longer provides updates for IE versions below version 9.0, the browser must be upgraded at local cost to at least version 9.0.*

- 3.2.2** Cookies must be enabled in browser properties.

## **4. SECURITY**

### **4.1 Access Rules**

#### **4.1.1 Access to the JIS**

Except for public access programs such as JIS-Link and the Washington Courts ([www.courts.wa.gov](http://www.courts.wa.gov)) Internet website, access to the JIS computer systems is restricted to authorized personnel who have been assigned a JIS user account. For courts and county clerks, JIS Site Coordinators, under the direction of the county clerk or court administrator, are authorized to assign JIS accounts to individual court or county clerk employees. Such assignments shall be based on each employee's work responsibilities and business need for access and other privileges.

#### **4.1.2 Update Privileges**

Information in the JIS database may be updated by court and county clerks' office personnel only. All others shall be restricted to read-only access.

#### **4.1.3 Court User IDs**

Courts and county clerks may assign user IDs to their employees only. Only court employees may have court level access and update privileges associated with court user IDs.

#### **4.1.4 User Account Deactivation**

It is the responsibility of the site coordinator to deactivate an employee's user account (user id and password) upon termination of the employee's employment. Such deactivation must be done at the time the employee last leaves the court or clerk's office premises, regardless of when the employee actually leaves the payroll.

#### **4.1.5 User Responsibilities**

Users shall respect the privacy of other JIS network users and the integrity of their data. Users shall not seek information on other users; obtain copies of or modify files, other data, or passwords belonging to other users; or represent themselves as another user.

#### **4.1.6 Password Locked Screensavers**

Password locked screensavers shall be used on all personal computers connected to the JIS from the courts, or connected to the AOC network and must be set to initiate the screensaver no more than 15 minutes after the last use.

#### **COMMENT**

*This control is necessary to support guidance set forth in section 4.4.1.3 of this policy. JIS connected computers will be configured in such a way that court users cannot change or disable this setting.*



- 4.1.6.1** Password Locked Screensavers provide a critical safeguard and may not be disabled. However, in certain instances where business practices are sufficiently impacted, the 15 minute time limit may be extended. The AOC ISD Director will consider such extension requests on a case-by-case basis, and make the final determination after performing a thorough business impact and security analysis.

#### **4.1.7 Reporting Misuse**

Any JIS user who suspects misuse of his/her user account or workstation shall report such incidents to the JIS Site Coordinator. Site Coordinators shall report such incidents to AOC Customer Services.

#### **4.1.8 Confidentiality Agreements**

An employee of a court or county clerk's office may access the JIS only if he or she has signed a confidentiality agreement in a form approved by the AOC. Employees of courts or county clerks' offices shall review the confidentiality agreement annually.

#### **4.1.9 Access by Vendors, Contractors, and Staff of Local Information Technology Departments**

Vendors, contractors, and staff of local information technology departments may be granted security privileges for access to non-public data in the JIS if such access is needed in order to develop or maintain an information system for a court or the AOC. Such access shall be governed by written agreements between the AOC, the court or county clerk, and the vendor, contractor, or local information technology department. Such contracts shall require the employees of the vendor, contractor, or local information technology department to sign a confidentiality agreement, and for the court or county clerk to keep the signed copies and to certify to the AOC that such agreements have been executed.

#### **4.2 Passwords**

##### **COMMENT**

*Passwords are an essential part of the JIS security. This section contains basic rules for passwords based on standards developed by the National Institute of Standards and Technology (NIST) and which are generally accepted best practices. Passwords are often the most vulnerable component of an organization's security strategy. Because they are subject to many kinds of attacks and are dependent on user behavior, strong passwords, that are changed frequently, are required. See, for example, such sources as NIST's Implementation Checklists; NIST Special Publication 800-53, Recommended*

*Security Controls for Federal Information System; Federal Information Processing Standards Publication 112, Standard for Password Usage; and Gartner's Best Practices for Managing Passwords.*

- 4.2.1** User access to the JIS and to judicial branch networks is regulated through the use of user IDs and passwords. User IDs and passwords shall be assigned to individuals only. Group, or "generic" user accounts and credentials are not authorized for this purpose.
- 4.2.2** Each user is responsible for maintaining the confidentiality of his or her password and shall not reveal the password to anyone.
- 4.2.3** User IDs and passwords shall not be shared.
- 4.2.4** Passwords shall not be recorded on paper or maintained in clear text files.
- 4.2.5** The JIS requires the use of passwords which have the following characteristics:
  - 4.2.5.1** Passwords must be exactly of 8 characters long.
  - 4.2.5.2** Passwords must contain at least one upper case letter, one lower case letter, and one numeral. Passwords may contain special characters that are compatible, as determined by AOC.
  - 4.2.5.3** Passwords must not contain the user's login name, or any part of their full name.
- 4.2.6** JIS security software shall enforce the requirements for passwords and the following business rules:
  - 4.2.6.1** Passwords must be changed at least every 90 days.
  - 4.2.6.2** The last 10 passwords used by an individual must be unique.
  - 4.2.6.3** After five attempts to log in with an incorrect password, the user id must be revoked and the user must place a call to AOC Customer Services to reinstate the account.
- 4.3 Control of Public Access Terminals**
  - 4.3.1** Public access terminals connected directly to the JIS must meet the access rules established by AOC. Public Access terminals connected to city or county networks and/or the IGN must meet the rules established for those networks as well as AOC.

**4.3.2** Public access to the JIS from a court may be provided only from a PC dedicated to public access and set up for that purpose. Such PCs must meet standards for public access terminals established by the AOC.

**4.3.3** Courts and county clerks shall employ only public access user IDs (designed for public access) when logging into the JIS personal computers used as public access terminals. Other court or county clerk user IDs may not be used on public access PCs. Public access logons shall have read only privileges.

#### **4.4 Access to the AOC Network**

##### **COMMENT**

*The "AOC Network" is the group of interconnected Local Area Networks (LANs) used by the Supreme Court, Court of Appeals and AOC. It is the home of the JIS mainframe and servers. This policy section applies to all appellate court and AOC employees, contractors, consultants, temporary employees, and anyone else, including those affiliated with third parties, who accesses the AOC network. This section applies to access to the AOC network from personal computers on the network itself and to implementations of remote access that allow direct access to the AOC network from outside the AOC network. The Infrastructure Department has responsibility for monitoring access and for establishing procedures and technical standards. Requests for access to the AOC network must be made by submission to AOC Customer Services of a completed Network Access Request (NAR) form. The AOC Network Access Request form will denote authorization levels, which will vary depending on applicant and access purpose.*

##### **4.4.1. General Policy on Access to the AOC Network**

##### **COMMENT**

*These policy sections apply to all access and requests to access the AOC network regardless of whether the access is from a personal computer connected directly to the network or from a personal computer connected to the network from a remote location.*

**4.4.1.1.** Approved AOC and appellate court employees and authorized third parties (consultants, vendors, etc.), when authorized by an appropriate authority, may be granted access to the AOC network:

- From personal computers directly connected to the network; and/or
- From personal computers using a secure remote access connection.

**4.4.1.2.** AOC employees may be authorized by their immediate manager, department manager, or the AOC Employee Services Section. Third parties under contract to the Administrative Office of the Courts may be authorized by the manager responsible for the contract. Supreme Court employees or third parties under contract to the Supreme Court may be authorized by a justice or department head. Court of Appeals employees or third parties under contract to the Court of Appeals may be authorized by a judge or the clerk of their division.

**4.4.1.3.** Access is controlled by user id and password authentication. Each user must have a unique account. Shared accounts are not permitted. The password must comply with Section 4.2 of this policy.

Once a user has successfully logged onto a computer connected to the JIS, they may not leave that computer unattended without first logging off or locking the terminal. This action is necessary to avoid unauthorized access to JIS data and preserve the integrity of security logs.

**4.4.1.4.** All users are subject to audit of their use of the network.

**4.4.1.5.** AOC network access for non-AOC or appellate court personnel is limited to the network resources to which they need access.

**4.4.1.6.** Users of the AOC network may use only AOC supplied or approved services to send and receive email. AOC mail servers provide numerous security mechanisms to combat malicious attachments and phishing attempts, and avoid unauthorized access to JIS and user information.

#### **4.4.2. Secure Remote Access to the AOC Network**

##### **COMMENT**

*These policy sections regulate remote access from personal computers not directly connected to the AOC network. The typical user is an employee connecting from home. By using remote access technology with personal equipment, users must understand that their machines are a de facto extension of the AOC network, and as such are subject to the same rules and regulations that apply to AOC owned equipment. This means their machines must be configured to comply with all relevant security policies and requirements.*

*Secure remote access is a "user managed" service. This means that the user is responsible for selecting an Internet Service Provider (ISP), coordinating installation, and installing any required software. Secure remote access is an IP (Internet Protocol) only resource. Other protocols are not supported.*

- 4.4.2.1** Remote access users will be automatically disconnected from the AOC network after thirty minutes of inactivity. The user must then logon again to reconnect to the network. Devices or applications, designed to generate false activity, in order to keep the connection from timing out, may not be used.
- 4.4.2.2** Violation of this policy may result in termination of service. Contracts with individuals and organizations who need secure remote access shall specify that the AOC or other judicial branch contracting entity may terminate the contract in the event of a violation of this policy.
- 4.4.2.3** If any suspicious activity is detected, the AOC may terminate a user's access without notice and, at its discretion, not reinstate access until the issue has been identified and resolved.
- 4.4.2.4** Users must comply with applicable AOC Infrastructure policies, procedures and technical standards.
- 4.4.2.5** Users requesting secure remote access must certify that they have read and understand this policy and applicable AOC Infrastructure policies, procedures and technical standards.
- 4.4.2.6** It is the responsibility of the employee or organization with secure remote access privileges to ensure that unauthorized users are not allowed access to AOC secure network.
- 4.4.2.7** All remote access gateways will be set up and managed by AOC Network Operations staff. User created gateways are not permitted on the secured network.
- 4.4.2.8** All computers remotely connected to AOC secure network must use up-to-date virus-scanning software with the most recent virus definitions. Computers or devices connected to AOC may require local installation of AOC supplied client software to monitor and enforce AOC security policies and practices.
- 4.4.2.9** The remote access user must keep the security patches up to date for the operating system of any personal computer used to connect to the AOC network. Computers or devices connected to AOC may require local installation of AOC supplied client software to monitor and enforce AOC security policies and practices.
- 4.4.2.10** Users of computers that are not the property of AOC must configure the equipment to comply with this policy and AOC Infrastructure security policy and technical standards.

**4.4.2.11** Only AOC approved applications and procedures may be used to remotely access the AOC network.

**4.4.2.12** Users of remote access services are responsible for the procurement and cost associated with acquiring basic Internet connectivity and for resolving any associated service issues.

## **4.5 Data Security**

### **COMMENT**

*The JIS contains sensitive and confidential information, including personally identifiable information (PII). PII is any information about an individual maintained by an agency that can distinguish or trace an individual's identity, or can create a link to an individual. Examples may include date of birth, place of birth, social security number, address, mother's maiden name, financial account numbers, credit card numbers, medical information and educational information. To ensure the security of sensitive and confidential information in JIS, personally identifiable information must only be contained in the appropriate part of the system. Personally identifiable information in inappropriate areas of JIS, such as text fields, are vulnerable to access by those not authorized to view the information.*

**4.5.1** No JIS users shall enter social security numbers into the Judicial Information System. Employer identification numbers may be entered for the purpose of reporting interest earned on accounts held in trust pending the outcome of a case.

**4.5.2** The Judicial Information System will not contain social security numbers. Employer identification numbers are permissible for the purpose of reporting interest earned on accounts held in trust pending the outcome of a case.

**4.5.3** Personally identifiable information in JIS shall only be in the fields identified for that information. Personally identifiable information shall not be contained in any other part of the JIS.

## **5. ON-LINE AND OTHER SERVICES**

### **5.1 Access to Westlaw**

The JIS provides no cost access for judicial officers and to court, county clerks' offices and judicial branch employees who need to do legal research to a standard set of Westlaw databases.

### **5.2 Email**

### **5.2.1 Email for Judicial Officers**

#### **COMMENT**

*These policies on email for judges were established by the JIS Equipment Subcommittee on October 13, 1998 and reviewed by the JIS Committee on October 23, 1998.*

- 5.2.1.1** The JIS provides email addresses and email client software to judicial officers who do not have county or city addresses.
- 5.2.1.2** The JIS provides email addresses to judicial officers who have county or city email services, and who are concerned about local policies that give control of email to the executive branch, or where local security of email is not adequate.

### **5.2.2 Listserv**

- 5.2.2.1** The JIS provides a listserv to facilitate sending and receiving email to designated groups, such as judicial branch and association committees.

### **5.3 The Extranet (Inside.Courts.Wa.Gov)**

- 5.3.1** Access to the extranet is restricted to judicial officers, county clerks and their staffs, court employees, and other employees of the judicial branch.
- 5.3.2** Access to the extranet may be granted by the AOC Information Services Director on a temporary basis to city and county information technology department employees, or others in local government if it is necessary to perform services for the judicial branch or a court.

### **5.4 Data Warehouse**

#### **COMMENT**

*The data warehouse is a central repository of court data. Court data is uploaded nightly to the JIS data warehouse.*

- 5.4.1** In all cases governed by Section 5.5, access will be appropriate to the user's case level security.
- 5.4.2** Courts and county clerks will be granted access to the JIS data warehouse using AOC supplied and maintained query software.
- 5.4.3** Requests for access to additional data elements must be submitted to AOC Customer Services.

## **6. USE OF CUSTOMER SERVICES**

- 6.1** AOC Customer Services provides assistance to courts, county clerks, criminal justice and other public agency users. It does not provide assistance to third-party clients of JIS-Link subscribers and does not provide phone training in the JIS-Link application.
- 6.2** Only designated users may place calls to Customer Services. Designated users include judicial officers, county clerks, court administrators, and site coordinators, and court staff who are designated by their administrator as authorized callers.

## **7. IMPLEMENTATION OF COURTS AS JIS USERS**

### **COMMENT**

*This section reflects the notion that the JIS cannot provide resources unless its budget contains funding for them. New municipal courts are typically established outside of state budget cycles. The JIS does periodically plan and budget for implementation of existing non-JIS courts.*

### **7.1 Newly Established Municipal Courts**

- 7.1.1** The JIS will not supply end-user equipment (printers or personal computers).
- 7.1.2** Courts must acquire and use equipment which meets current JIS standards.
- 7.1.3** The JIS will provide equipment or reimbursement in future replacement cycles.
- 7.1.4** The JIS will provide network connections as described under “networking,” above.
- 7.1.5** The JIS will provide training and implementation services to the extent resources are available.
- 7.1.6** The JIS will provide limited telephone assistance on equipment and implementation issues.

### **7.2 Existing Courts Which Join JIS**

- 7.2.1** The JIS will provide a full set of end user equipment at no cost to courts which join during AOC programs to add courts.
- 7.2.2** The JIS will provide a single set of equipment (PC and printer) at no cost to Courts which join at other times.



- 7.2.3** Equipment courts acquire and use must meet current JIS standards.
- 7.2.4** The JIS will provide equipment or reimbursement in future replacement cycles based on current allocation rules.
- 7.2.5** The JIS will provide network connections as described under “networking,” above.

## **8. NEW COURT OR COUNTY CLERK FACILITIES**

### **COMMENT**

*This policy section reflects the notion that relocation decisions are made locally and therefore the local court should be responsible for their impacts.*

*Relocation requires coordination and advance planning with the AOC. The AOC requires eight weeks in advance notice so that appropriate connectivity can be established.*

- 8.1** The JIS will not pay for the cost to relocate equipment and wiring.
- 8.2** The JIS will provide standard category 5 wire to courts needing such wire.
- 8.3** The JIS will be responsible for any required relocation of network connections.
- 8.4** The JIS does not provide equipment for additional new locations of existing JIS courts.

## **9. SUPPLIES**

### **COMMENT**

*Historically, the JIS has supplied standard form paper and ribbons for printers dedicated to printing reports from JIS. The JIS has not supplied or paid for forms unique to a court, or for supplies related to laser printers which may be used for non-JIS purposes.*

- 9.1** The JIS will supply standard form printer paper and ribbons for impact and dot matrix printers in the courts.
- 9.2** The JIS does not supply or cover the cost of special forms.
- 9.3** The JIS will not supply or cover the cost of toner, paper, or photo conductors for either court owned or JIS-owned laser printers.
- 9.4** The JIS will not replace batteries in laptops supplied to the courts.

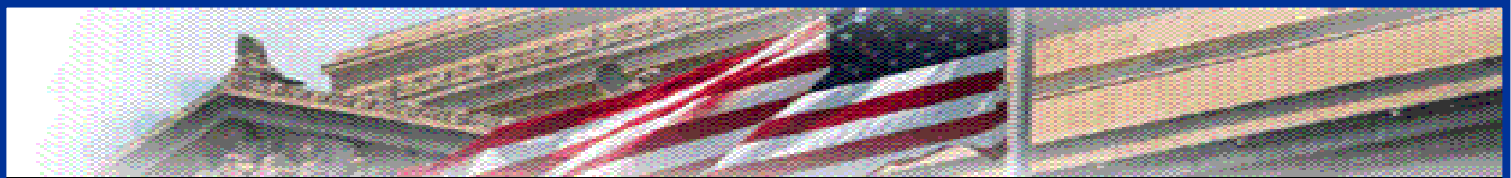
## **10. JIS APPLICATIONS**

### **10.1 Requests for JIS Application Service**

- 10.1.1** Routine requests involving application access, use, security, or data quality must be submitted through AOC Customer Services and will be managed by AOC.
- 10.1.2** Requests involving application enhancements or replacement, legislative or court rule mandates, and non-emergency data requests must be submitted through the IT Governance Portal and follow the IT Governance Framework and JIS IT Governance Policy, approved by the JISC.

### **10.2 Alternative Custom Local Systems, Interfaces, Reports and Services**

- 10.2.1** The JIS provides case management automation to courts and clerks and provides statewide access to the JIS database. To implement this, the JISC selects and provides equipment and services. The JISC plans for, implements, and supports case management applications that provide baseline functionality to the courts of Washington State. The JISC acknowledges that some courts and clerks desire alternative services and/or applications to meet their local needs. Courts and clerks that implement alternative applications or services are responsible for the costs of acquiring, developing, implementing, and maintaining such systems.
- 10.2.2** For those courts and clerks that do not use the state-provided solutions as chosen by the Judicial Information Systems Committee, Judicial Information Systems account funds may not be allocated for (a) the costs to meet the data collection and exchange standards developed by the Administrative Office of the Courts and the Judicial Information Systems Committee, and (b) the costs to acquire, develop, implement or maintain alternative court case management systems.
- 10.2.3** Access to JIS systems will only be through AOC-supported data exchange methods. Courts may create their own custom user interfaces, reports or services (including data exchanges) consistent with the standard JIS application programming interfaces (API's) for business services or the JIS enterprise data warehouse.
- 10.2.4** Custom extensions developed to meet local needs do not require JIS Committee approval and will receive no JIS support.



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

**Quality Assurance**

**Executive Advisement**

**Project Oversight**

**Project Management**

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

**Risk Reduction**

**Quality Assurance**  
**Assessment**  
for the  
**State of Washington**

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

**CLJ-CMS Project**

**May 2025**

Prepared by  
**Bluecrane, Inc.**





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May 31, 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 May 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 May 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 May 6, an in-person meeting was held in Olympia with AOC executive staff and CLJ-CMS Project leadership; Tyler Technologies (Tyler) executive staff and other personnel; and Judge Kimberly Walden of the CLJ-CMS Project Steering Committee (PSC). Prior to the meeting, the AOC Chief Legal Counsel and Director of the Court Services Division (CSD) sent a very direct and unequivocal e-mail message to Tyler leadership that a proposal set forth by Tyler on April 18, 2025, did not provide the AOC CLJ-CMS Project team with sufficient time with the new Enterprise Justice version 2025 (EJ2025) to address the needs of the courts’ and the Project’s implementation schedule. The message also contained explicit expectations for the (then) upcoming May 6 meeting, including (1) status on feature parity/gaps and a timeline for delivery of existing enhancements; (2) early access to EJ2025 in May, even if via a Software-as-a-Service (SaaS) arrangement, as had been committed to at an early February in-person meeting in Olympia; and (3) general access (including full feature parity) in July 2025, as had been committed to in February.

In the May 6 meeting, Tyler committed to providing the CLJ-CMS Project with “Guided Working Sessions,” utilizing a SaaS version of EJ2025 by the end of May. As described by Tyler, Tyler staff would use the SaaS product during the working sessions with AOC staff observing. The first Guided Working Session was held on Wednesday, May 28. No recurring sessions have been scheduled as of the writing of this report. We will monitor the progress on the scheduling of sessions and the effectiveness of the sessions in June.

In the meantime, Tyler committed to having discussions within their company to determine when a “less than fully complete on-premises” version of EJ2025 (“on-premises” being the approach for CLJ-CMS productional use) could be made available to the CLJ-CMS Project. A complete on-premises version would not be made available until early December 2025. While this timeline meets CLJ-CMS needs **if everything goes according to plan and with high quality results**, the risk to the implementation activities scheduled for 2026 is extreme since this approach (1) provides so little time between the receipt of the complete on-premises system and the first deployment to additional courts in 2026 and (2) does not take into consideration the fact that rarely do things go exactly as expected in systems projects. The latter statement is not one of pessimism but, rather, an acknowledgement that there are so many variables in large-scale information technology projects that there are almost always a few “surprises” and that the most prudent project management approaches provide contingency time to deal with unexpected issues.

Given the extremely tight timeline that emerged from the May 6 meeting, the CLJ-CMS Project has wisely decided to “get a head start” on deployment activities for the 132 courts remaining. For example,





the Project is going to begin work on configurations and data gathering while waiting for EJ2025. This is a reasonable approach toward mitigating some of the schedule risks over the next year.

In light of the previous points, the risks to schedule and on-time deployment remain high-risk (“red”) and, unfortunately, are likely to remain red until an on-premises version of EJ2025 is delivered before or on time (December 2025) with high quality results (i.e., the parity/gaps issue noted in the CSD Director’s communication to Tyler). Until this occurs, the Project’s timeline is at extreme risk. If and when this does occur, risks to the timeline will shift to achieving the planned 132 deployments in less than two years.

With the next deployment event delayed until 2026, the focus for calendar year 2025 should be on solution quality. However, despite ongoing, diligent efforts by the CLJ-CMS Project team, the project-level governance that selects and prioritizes defects that need addressing is not producing responsiveness on the part of Tyler. Each week, the CLJ-CMS Deputy Project Manager produces a well-organized and detailed e-mail of implementation and production concerns. Concerns are organized into the following categories:

- AutoJIRA Concerns (referring to Tyler’s system that tracks developmental or pre-production issues)
- Customer Relationship Management (CRM) Concerns (referring to Tyler’s system that tracks production concerns separately from developmental or pre-production issues)
- Previous Open Concerns
- DEV Concerns (referring to issues related to development work that Tyler is doing specific to CLJ-CMS)
- Other Concerns
- Issues Missing Root Cause Analysis

It is difficult to imagine a report of defects and issues that would more clearly communicate issues that have not yet been addressed. Unfortunately, the list of issues has been growing continuously since the Pilot Courts deployment. Tyler’s lack of responsiveness is an impediment to Project performance. 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; even so, there is a disconnect between the attention given to the problems and a corresponding improvement in vendor performance.

Despite the clarity and detail of the CLJ-CMS Project’s process, consistent vendor progress in addressing defects over time is not occurring. Instead, there is a flurry of activity from Tyler weeks prior to a deployment event that 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. We note this risk under “Governance,” referring to **project-level** governance (not JISC or PSC levels of governance).



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In addition, one area of growing concern relates to a data sharing “integration” with a partner agency, the Department of Licensing (DOL). The legacy JIS system sends data related to certain decisions (e.g., Failure to Appear) to DOL, and DOL systems intake the data and update DOL records. The CLJ-CMS EJ solution is expected to provide the same service (i.e., sending the same type of data to DOL for DOL system consumption). The CLJ-CMS EJ solution is performing its function (via the Enterprise Data Exchange or EDR system), but, due to some modernization activities at DOL, DOL is unable to accept certain types of data records. Until the situation is rectified, there is some risk that, for example, a driver with a license suspension that has been lifted may be pulled over by law enforcement and on-scene inquiries to DOL data bases may show the driver’s license as still suspended. Obviously, such a situation would create, at best, an inconvenience for the driver and, at worst, a detention of the driver. Negative publicity would likely not be offset by the fact that the AOC has “done its part.” Given the potential negative consequences, there is a need for AOC to escalate the importance and urgency to DOL of completing the needed modifications to their systems to accept the CLJ-CMS EJ data. Having a DOL commitment to a completion date is advisable. For now, we are not raising the risk level of this partner agency integration, but we will monitor progress going forward.

It is also noteworthy that the CLJ-CMS Project’s request for 11 additional staff members was **not** approved by the legislature. The Project must complete its work by the end of calendar year 2027 with no increase in approved positions. The shortfall in needed Project resources and the difficulty of filling approved open positions are risks to the Project’s timeline for testing EJ2025 and deploying the solution to 132 courts by the end of calendar year 2027. At the present time, the Project has seven open positions. In light of the requested 11 additional positions not being approved and the large size of the four planned deployments in 2026 and 2027, the CLJ-CMS Project is working on strategies to “do more with less,” including potentially leveraging local resources where available and appropriately skilled in technology, business analysis, or project management.



## 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 Project for blue items are assessed as adequate for the current review period.

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

Project Management and Sponsorship			
Assessment Area	May 2025	April 2025	March 2025
Schedule: Case Management	High Risk	High Risk	High Risk
Schedule: Supervision	High Risk	High Risk	High Risk
Schedule: eFiling	High Risk	High Risk	High 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	Risk Being Addressed	No Risk Identified	No Risk Identified
Budget: Management of Spending	No Risk Identified	No Risk Identified	No Risk Identified
Contracts and Deliverables Management	No Risk Identified	No Risk Identified	No Risk Identified



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**Project Management and Sponsorship**

Assessment Area	May 2025	April 2025	March 2025
PMO Processes	No Risk Identified	No Risk Identified	No Risk Identified

**People**

Assessment Area	May 2025	April 2025	March 2025
Stakeholder Engagement	No Risk Identified	No Risk Identified	No Risk Identified
OCM: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
OCM: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
OCM: eFiling	No Risk Identified	No Risk Identified	No Risk Identified
Communications	No Risk Identified	No Risk Identified	No Risk Identified
Court Preparation and Training	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

**Solution**

Assessment Area	May 2025	April 2025	March 2025
Business Process: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Business Process: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Business Process: eFiling	No Risk Identified	No Risk Identified	No Risk Identified



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Solution			
Assessment Area	May 2025	April 2025	March 2025
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	High Risk	High Risk
Deployment: Supervision	High Risk	High Risk	High Risk
Deployment: eFiling	High Risk	High Risk	High Risk



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Bluecrane, Inc.  
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Data			
Assessment Area	May 2025	April 2025	March 2025
Data Preparation: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Data Conversion: Case Management	No Risk Identified	No Risk Identified	No Risk Identified
Data Conversion: Supervision	No Risk Identified	No Risk Identified	No Risk Identified
Data Security	No Risk Identified	No Risk Identified	No Risk Identified

Infrastructure			
Assessment Area	May 2025	April 2025	March 2025
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		
	May 2025	Apr. 2025	Mar. 2025
	High Risk	High Risk	High Risk

#### Findings

In the May 6 meeting, Tyler committed to providing the CLJ-CMS Project with Guided Working Sessions, utilizing a SaaS version of EJ2025 by the end of May. As described by Tyler, Tyler staff would use the SaaS product during the working sessions with AOC staff observing. The first Guided Working Session was held on Wednesday, May 28. No recurring sessions have been scheduled as of the writing of this report. We will monitor the progress on the scheduling of sessions and the effectiveness of the sessions in June.

In the meantime, Tyler committed to having discussions within their company to determine when a “less than fully complete on-premises” version of EJ2025 (“on-premises” being the approach for CLJ-CMS production use) could be made available to the CLJ-CMS Project. A complete on-premises version would not be made available until early December 2025. While this timeline meets CLJ-CMS needs *if everything goes according to plan and with high quality results*, the risks to the implementation activities scheduled for 2026 are extreme since this approach (1) provides so little time between the receipt of the complete on-premises system and the first deployment to additional courts in 2026 and (2) does not take into consideration the fact that rarely do things go exactly as expected in systems projects. The latter statement is not one of pessimism; rather, it is simply an acknowledgement that there are so many variables in large-scale information technology projects that there are almost always a few “surprises” and that the most prudent project management approaches provide contingency time to deal with unexpected issues.

The CLJ-CMS Project has begun development of a planned schedule for future deployments to 132 WA courts. At this time, the planning is in the very early stages.

#### Risks and Issues

**Risk 1:** Delays in Tyler’s delivery of (a) fixes for defects, (b) enhancements, and (c) EJ2025 continue to add to the high risk of the Project’s timeline.

**Risk 2:** The lack of a planned schedule for future deployments to 132 WA courts is a risk.

## 2.1.2 Schedule: Supervision

Project Management and Sponsorship			
Schedule: Supervision	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	High Risk	High Risk	High 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:** Delays in Tyler's delivery of (a) fixes for defects, (b) enhancements, and (c) EJ2025 continue to add to the high risk of the Project's timeline.

**Risk 2:** The lack of a planned schedule for future deployments to 132 WA courts is a risk.

## 2.1.3 Schedule: eFiling

Project Management and Sponsorship			
Schedule: eFiling	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	High Risk	High Risk	High 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:** Delays in Tyler's delivery of (a) fixes for defects, (b) enhancements, and (c) EJ2025 continue to add to the high risk of the Project's timeline.

**Risk 2:** The lack of a planned schedule for future deployments to 132 WA courts is a risk.



## 2.1.4 Scope: Case Management

Project Management and Sponsorship			
Scope: Case Management	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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		
	May 2025	Apr. 2025	Mar. 2025
	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 need 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 revised schedule that AOC and Tyler are now developing 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		
	May 2025	Apr. 2025	Mar. 2025
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

#### Findings

Pilot Courts have posted local rules for eFiling. Meanwhile, the District & Municipal Court Judges’ Association 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		
	May 2025	Apr. 2025	Mar. 2025
	Risk	Risk	Risk

#### Findings

The CLJ-CMS Project’s request for 11 additional staff members was ***not*** approved by the legislature. The Project must complete its work by the end of calendar year 2027 with no increase in approved positions. While the CLJ-CMS Project has made significant progress in hiring, staffing remains a concern. There are currently seven open positions on the Project. In light of the requested 11 additional positions not being approved and the large size of the four planned deployments in 2026 and 2027, the CLJ-CMS Project is working on strategies to “do more with less,” including potentially leveraging local resources where available and appropriately skilled in technology, business analysis, or project management.

## **Risks and Issues**

**Risk:** The shortfall in needed Project resources and the difficulty of filling approved open positions are risks to the Project’s timeline for testing EJ2025 and deploying the solution to 132 courts by the end of calendar year 2027.

### **2.1.8 Governance**

Project Management and Sponsorship			
Governance	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	Risk	Risk	Risk

## **Findings**

Despite ongoing diligent efforts by the CLJ-CMS Project team, the project-level governance that selects and prioritizes defects that need addressing is not producing responsiveness on the part of Tyler. Each week, the CLJ-CMS Deputy Project Manager produces a well-organized and detailed e-mail of implementation and production concerns. Concerns are organized into the following categories:

- AutoJIRA Concerns (referring to Tyler’s system that tracks developmental or pre-production issues)
- CRM Concerns (referring to Tyler’s system that tracks production concerns separately from developmental or pre-production issues)
- Previous Open Concerns
- DEV Concerns (referring to issues related to development work that Tyler is doing specific to CLJ-CMS)
- Other Concerns
- Issues Missing Root Cause Analysis

It is difficult to imagine a report of defects and issues that would more clearly communicate issues that have not yet been addressed. Unfortunately, the list of issues has been growing continuously since the Pilot Courts deployment. Tyler’s lack of responsiveness is an impediment to Project performance. 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; even so, there is a disconnect between the attention given to the problems and a corresponding improvement in vendor performance.

Despite the clarity and detail of the CLJ-CMS Project’s process, consistent vendor progress in addressing defects over time is not occurring. Instead, there is a flurry of activity from Tyler weeks prior to a deployment event that 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 first noted in October 2024, the current approach is unsustainable for the CLJ-CMS Project.

To be clear, our concern here is *not* with the Project Steering Committee or the Joint Information Systems Committee 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, as well as outstanding enhancements, prior to the start of Solution Validation (SV) of EJ2025.

**2.1.9 Budget: Funding**

Project Management and Sponsorship			
Budget: Funding	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	Risk Being Addressed	No Risk Identified	No Risk Identified

**Findings**

Funding allocated to the Project is consistent with the approved plan.  
The Project’s request for 11 additional staff positions was *not* approved by the legislature.

**Risks and Issues**

**Risk:** The shortfall in needed Project resources is a risk to the Project’s timeline for testing EJ2025 and deploying the solution to 132 courts by the end of calendar year 2027. The Project must move forward as best it can with current approved staffing.

### 2.1.10 Budget: Management of Spending

Project Management and Sponsorship			
Budget: Management of Spending	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

The Project is being managed within the approved budget.

### 2.1.11 Contracts and Deliverables Management

Project Management and Sponsorship			
Contracts and Deliverables Management	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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.

Prior to the May 6 meeting in Olympia, the AOC Chief Legal Counsel and Director of the Court Services Division (CSD) sent a very direct and unequivocal e-mail message to Tyler leadership that a proposal set forth by Tyler on April 18, 2025, did not provide the AOC CLJ-CMS Project team with sufficient time with the new Enterprise Justice version 2025 (EJ2025) to address the needs of the courts’ and the Project’s implementation schedule. The message also contained explicit expectations for the (then) upcoming May 6 meeting, including (1) status on feature parity/gaps and a timeline for delivery of existing enhancements; (2) early access to EJ2025 in May, even if via a Software-as-a-Service (SaaS) arrangement, as had been committed to at an early February in-person meeting in Olympia; and (3) general access (including full feature parity) in July 2025, as had been committed to in February.

## 2.1.12 PMO Processes

Project Management and Sponsorship			
PMO Processes	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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, Tyler’s lack of responsiveness to AOC’s stated priorities, and Tyler’s shortfalls in performance.

## 2.2 People

### 2.2.1 Stakeholder Engagement

People			
Stakeholder Engagement	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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		
	May 2025	Apr. 2025	Mar. 2025
	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.

While we are not raising an OCM risk due to the delays in deployments, it is important to note that ***the OCM challenges facing the CLJ-CMS Project are significant and will require diligence to make progress in addressing them.*** Because of the dissatisfaction of Pilot and EA Courts who are already feeling “left behind,” the CLJ-CMS OCM activities are now operating from a deficit position. It will take considerable work to overcome the negative sentiments of courts already in production which are now widely known throughout the WA Courts community.

## 2.2.3 OCM: Supervision

People			
OCM: Supervision	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

### Findings

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

#### 2.2.4 OCM: eFiling

People			
OCM: eFiling	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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		
	May 2025	Apr. 2025	Mar. 2025
	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.

#### 2.2.6 Court Preparation and Training

People			
Court Preparation and Training	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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

### 2.3.2 Business Process: Supervision

Solution			
Business Process: Supervision	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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

### 2.3.3 Business Process: eFiling

Solution			
Business Process: eFiling	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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

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

Solution			
Requirements, Design, and Configuration: Case Management	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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

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

Solution			
Requirements, Design, and Configuration: Supervision	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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

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

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

Solution			
Requirements, Design, and Configuration: eFiling	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

Requirements for eFiling are minimal and relatively procedural in nature.

### 2.3.7 Integrations: Case Management

Solution			
Integrations: Case Management	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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; ***however, it is a critical dependency for the CLJ-CMS Project's deployment of the new solution to the courts that currently utilize OCourt.***

In addition, one area of growing concern relates to a data sharing “integration” with a partner agency, the Department of Licensing (DOL). The legacy JIS system sends data related to certain decisions (e.g., Failure to Appear) to DOL, and DOL systems intake the data and update DOL records. The CLJ-CMS EJ solution is expected to provide the same service (i.e., sending the same type of data to DOL for DOL system consumption). The CLJ-CMS EJ solution is performing its function (via the Enterprise Data Exchange or EDR system), but, due to some modernization activities at DOL, DOL is unable to accept certain types of data records. Until the situation is rectified, there is some risk that, for example, a driver with a license suspension that has been lifted may be pulled over by law enforcement and on-scene inquiries to DOL data bases may show the driver's license as still suspended. Obviously, such a situation would create, at best, an inconvenience for the driver and, at worst, a detention of the driver. Negative publicity would likely not be offset by the fact that the AOC has “done its part.” Given the potential negative consequences, there is a need for AOC to escalate the importance and urgency to DOL of completing the needed modifications to their systems to accept the CLJ-CMS EJ data. Having a DOL commitment to a completion date is advisable. For now, we are not raising the risk level of this partner agency integration, but we will monitor progress going forward.

### 2.3.8 Integrations: eFiling

Solution			
Integrations: eFiling	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

Tyler certified the single integration required for eFiling in September 2021.

### 2.3.9 Reports: Case Management

Solution			
Reports: Case Management	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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

### 2.3.10 Reports: Supervision

Solution			
Reports: Supervision	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

Supervision reports are defined in the CLJ-CMS requirements.



### 2.3.11 Testing: Case Management

Solution			
Testing: Case Management	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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 SV for EJ2025 or future deployment events.

### 2.3.12 Testing: Supervision

Solution			
Testing: Supervision	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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		
	May 2025	Apr. 2025	Mar. 2025
	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		
	May 2025	Apr. 2025	Mar. 2025
	High Risk	High Risk	High Risk

#### **Findings**

In the May 6 meeting, Tyler committed to providing the CLJ-CMS Project with Guided Working Sessions, utilizing a SaaS version of EJ2025 by the end of May. As described by Tyler, Tyler staff would use the SaaS product during the working sessions with AOC staff observing. The first Guided Working Session was held on Wednesday, May 28. No recurring sessions have been scheduled as of the writing of this report. We will monitor the progress on the scheduling of sessions and the effectiveness of the sessions in June.

In the meantime, Tyler committed to having discussions within their company to determine when a “less than fully complete on-premises” version of EJ2025 (“on-premises” being the approach for CLJ-CMS productional use) could be made available to the CLJ-CMS Project. While this timeline meets CLJ-CMS needs ***if everything goes according to plan and with high quality results***, the risk to the implementation activities scheduled for 2026 is extreme since this approach (1) provides so little time between the receipt of the complete on-premises system and the first deployment to additional courts in 2026 and (2) does not take into consideration the fact that rarely do things go exactly as expected in systems projects.

Given the extremely tight timeline that emerged from the May 6 meeting, the CLJ-CMS Project has wisely decided to “get a head start” on deployment activities for the 132 courts remaining. For example, the Project is going to begin work on configurations and data gathering while waiting for EJ2025. This is at least a reasonable approach toward mitigating some of the schedule risks over the next year.

#### **Risks and Issues**

**Risk:** Delays in Tyler’s delivery of (a) fixes for defects, (b) enhancements, and (c) EJ2025 continue to add to the high risk of the Project’s timeline, including the planned future deployments to 132 WA courts.

### 2.3.15 Deployment: Supervision

Solution			
Deployment: Supervision	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	High Risk	High Risk	High Risk

#### Findings

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

#### Risks and Issues

**Risk:** Delays in Tyler's delivery of (a) fixes for defects, (b) enhancements, and (c) EJ2025 continue to add to the high risk of the Project's timeline, including the planned future deployments to 132 WA courts.

### 2.3.16 Deployment: eFiling

Solution			
Deployment: eFiling	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	High Risk	High Risk	High Risk

#### Findings

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

#### Risks and Issues

**Risk:** Delays in Tyler's delivery of (a) fixes for defects, (b) enhancements, and (c) EJ2025 continue to add to the high risk of the Project's timeline, including the planned future deployments to 132 WA courts.

## 2.4 Data

### 2.4.1 Data Preparation: Case Management

Data			
Data Preparation: Case Management	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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.

Given the extremely tight timeline that emerged from the May 6 meeting, the CLJ-CMS Project has wisely decided to “get a head start” on deployment activities for the 132 courts remaining. For example, the Project is going to begin work on data gathering while waiting for EJ2025. This is at least a reasonable approach toward mitigating some of the schedule risks over the next year.

### 2.4.2 Data Conversion: Case Management

Data			
Data Conversion: Case Management	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

Thirteen courts are currently on the CaseLoad Pro probation system, 39 courts have “homegrown” solutions, and some number of courts are on Tyler’s supervision solution already. The data



conversion plan for supervision is to **not** convert data from non-Tyler solutions. For the courts using Tyler’s supervision solution currently, their data is already housed at Tyler and will be transferred to the new CLJ-CMS supervision solution.

#### 2.4.4 Data Security

Data			
Data Security	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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

### 2.5 Infrastructure

#### 2.5.1 Infrastructure for Remote Work

Infrastructure			
Infrastructure for Remote Work	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

#### Findings

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

## 2.5.2 Statewide Infrastructure

Infrastructure			
Statewide Infrastructure	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

### Findings

Because eFiling and Supervision will be delivered via a SaaS approach, those applications will be accessible through an internet browser, requiring little technical infrastructure. The Case Management solution will require personal computers (desktops and laptops) and networking bandwidth adequate to support the application. At this time, no significant risks have been identified.

## 2.5.3 Local Infrastructure

Infrastructure			
Local Infrastructure	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

### Findings

There are no identified risks with security functionality.

## 2.5.5 Access

Infrastructure			
Access	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	No Risk Identified	No Risk Identified	No Risk Identified

### Findings

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

## 2.5.6 Environments

Infrastructure			
Environments	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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).

### 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 SV for EJ Version 2025 or future deployment events.



## 2.5.7 Post-Implementation Support

Infrastructure			
Post-Implementation Support	Three-Month Rolling Risk Levels		
	May 2025	Apr. 2025	Mar. 2025
	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.

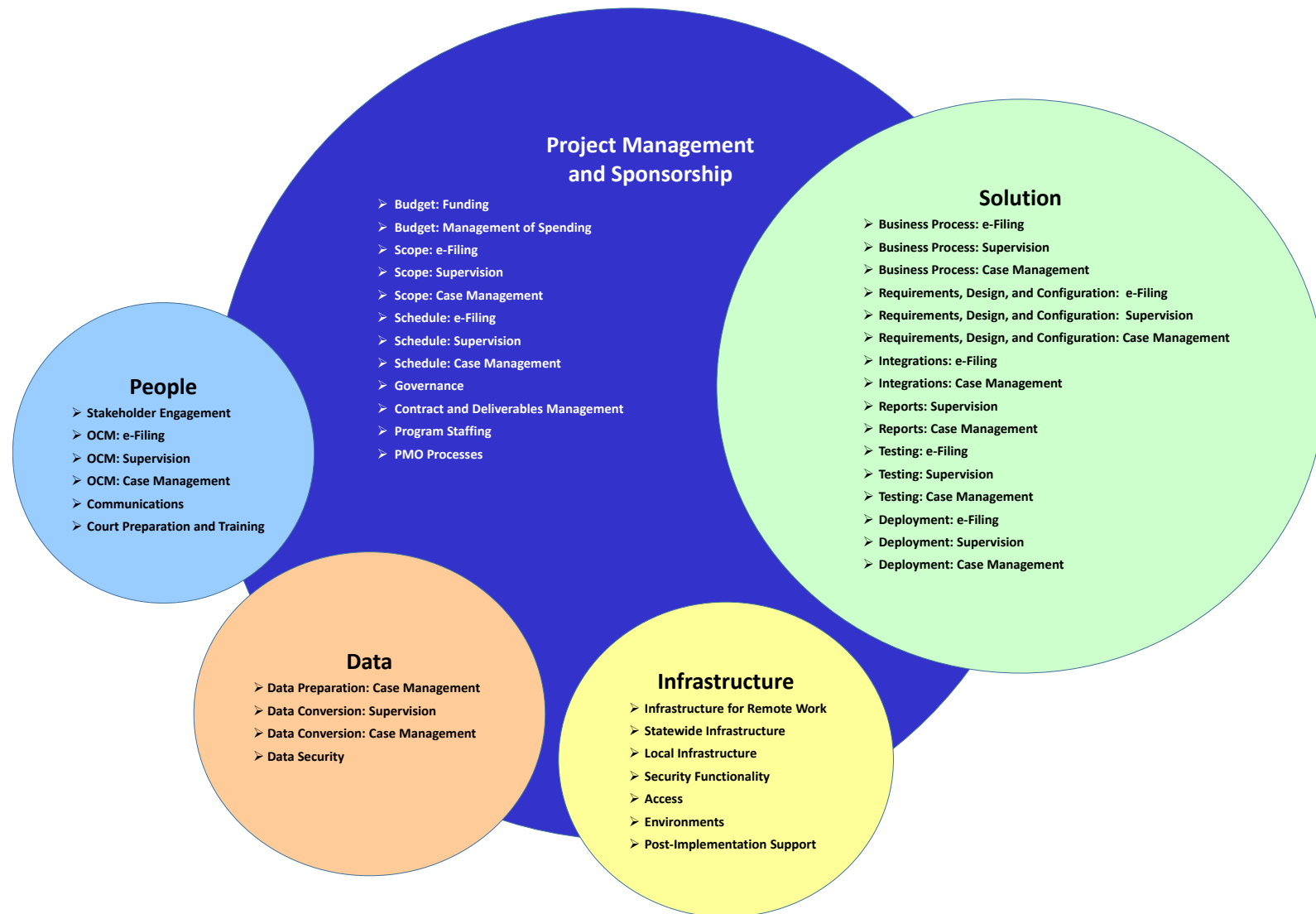


## **Appendix: Overview of *bluecrane* Risk Assessment Approach**

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

The **Mission** of the Board for Judicial Administration is to provide leadership and develop policy to enhance the judiciary's ability to serve as an equal, independent, and responsible branch of government.

The **Vision** of the Board for Judicial Administration is to be the voice of the Washington State courts.

	<b>Board for Judicial Administration (BJA)</b> <b>Meeting</b> Friday, March 21, 2025 (9 a.m. – 12:00 p.m.)
<b>Meeting Minutes</b>	

**BJA Members Present:**

Judge Alicia Burton, Member Chair  
Judge Tam Bui  
Judge Andrea Beall  
Judge Kristin Ferrera  
Judge John Hart  
Judge Cindy Larsen  
Judge David Mann  
Judge Donald Richter  
Judge Diana Ruff  
Dawn Marie Rubio  
Judge Micheale Scott  
Judge Karl Williams

**Guests Present:**

Jeff Adams  
Linnea Anderson  
Omar Gamez  
Monica Gillum  
Judge Carolyn Jewett-Platts  
Frankie Peters  
Judge Jim Rogers  
Susan Speiker  
Commissioner Karl Triebel

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

Nicole Ack  
Scott Ahlf  
Colby Brewer  
Jeanne Englert  
Heidi Green  
Brittany Gregory  
Lillian Hawkins  
Melissa Hernandez  
Scott Hillstrom  
Yvonne Jones  
Penny Larsen  
Allison Lee Muller  
Stephanie Oyler  
Haily Perkins  
Lauren Pilnick  
Christopher Stanley  
Caroline Tawes  
Lorrie Thompson

**Call to Order**

**Welcome and Introductions**

Judge Burton called the meeting to order at 9:03 a.m.

The meeting participants observed a moment of silence in honor of Lisa Blakeney, Ferry County District Court staff member, who died under tragic circumstances.

**Member Responsibilities**

Judge Burton reviewed the bullet points under Tab 1 in the meeting materials.



## **BJA Task Forces**

### **Alternatives to Incarceration Task Force**

The Task Force was intended to sunset on June 30, 2025 and is requesting an extension. Work has been delayed due to staff transitions and delayed meetings. The Task Force is developing deliverables for the BJA, conference presentations, and bench cards on sentencing alternatives. They are currently working on a full Task Force report. A report was included in the meeting materials.

**It was moved by Judge Beall and seconded by Judge Scott to extend Alternatives to Incarceration Task Force through the end of 2025. The motion passed unanimously.**

### **Remote Proceedings Workgroup**

The Workgroup proposed amendments to court rules for Superior Courts have all been adopted except for the amendments to GR 30, which will be sent to the Supreme Court Rules Committee.

There was a budget package proposal for courtroom technology that was cut during the last budget update. Judge Rogers hopes the BJA will consider future recommendations for counties that cannot afford technology. It is important for rural counties to have access to technology as it has been noted that many judges from smaller courts are currently purchasing technology out of pocket for remote proceedings.

There will be a Hybrid Courtroom Technology Roundtable on August 22, 2025; this will be after the Remote Proceedings Work Group sunsets on June 30, 2025.

The Workgroup is working on a final report and a bench card to assist judicial officers during remote proceedings. The Workgroup continues to work with the Chief Justice to retire emergency orders.

Judge Rogers thanked everyone for their support during the process.

A report was included in the meeting materials.

## **BJA Standing Committees**

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

The BFC has no updates, but continues to work hard on BJA budget requests. The Senate and House budgets are expected to be released on Monday, March 24, 2025. There will be a Ways and Means Committee and House Appropriations Committee meeting immediately following the Tuesday budget release. Chief Justice Stephens, Dawn Marie Rubio, Christopher Stanley, and Brittany Gregory are prepared to testify. There may be a request for judges to testify. More information will be available next week.

The most recent revenue forecast dropped \$500 million, but is generally flat and not as bad as anticipated.

### **Court Education Committee (CEC)**

The CEC requested that the BJA approve changes to the CEC charter set forth in the meeting materials.

Judge Bui reviewed the background of the motion. Several meeting participants had questions about how voting and non-voting membership was defined, the kind of items the CEC votes on, and the criteria for CEC membership. Meeting participants requested additional time to review and understand the charter amendments.

**It was moved by Judge Ruff and seconded by Judge Beall to table the motion to approve changes to the CEC charter. The motion passed with two abstentions and eight in favor of tabling the charter approval.**

The charter amendments will be discussed again at the May BJA meeting or at a later meeting.

#### **Legislative Committee**

The Legislative Committee report was included in the meeting materials.

Brittany Gregory has engaged in conversations on the public perception of the judicial branch, which has recently received some negative press. Efforts to enhance public opinion include the Bench Bar Press hosting an event on May 30, 2025. All BJA members were encouraged to attend. There has also been an increase in the number of podcasts and *Full Court Press* publications. Members were encouraged to contact Brittany Gregory if they hear any negative comments.

AOC recently hosted Lunch with Lawyers, and the Members of Color Caucus may be invited to attend the May BJA meeting.

Brittany Gregory can answer questions.

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

The PAC met in February and discussed the next steps in the Workplace Harassment Project. Ongoing work includes updating their charter and proposing an amendment later this year.

#### **Court Security Committee**

A report was included in the meeting materials. Please contact Kyle Landry if there are questions.

#### **Hope Card Update**

Lauren Pilnik, Program Coordinator at AOC, reviewed the Hope Card Program information included in the meeting materials. She thanked the BJA for the opportunity to present the information.

#### **Pretrial Services**

Yvonne Jones and Colby Brewer, both Senior Court Program Analysts at AOC, presented an update on pretrial services funding and projects. Their report was included in the meeting materials.

Judge Burton thanked them for the presentation.

#### **Minutes Approval**

**It was moved by Judge Ferrera and seconded by Judge Ruff to approve the February 21, 2025, meeting minutes as written. The motion passed with one abstention and nine votes in favor.**

#### **Information Sharing**

**Judge Burton:** Anyone interested in the May 30, 2025, Bench Bar Press event may contact Brittany Gregory or Wendy Ferrell. There will be an email sent about event specifics. Judge Rogers is having conversations with Chief Justice Stephens about the COVID emergency orders. The Court is considering them.

**Judge Ruff:** Thanked the AOC staff who coordinated and organized the Mock Trial in Pierce County

Competition. She recommended volunteering for the event next year. She also thanked the Pierce County judges and staff for opening their courtrooms for the event.

**Scott Ahlf:** Thanked Chief Justice Stephens, Justice Yu, and Judge Diaz for their presentation last Wednesday on immigration enforcement in and around courthouses. The event was well attended. There will be additional meetings, and a one-page information sheet is planned.

### **Adjourn**

The meeting adjourned at 10:24 a.m.

### **Recap of Motions from the March 21, 2025 Meeting**

<b>Motion Summary</b>	<b>Status</b>
Extend Alternatives to Incarceration Task Force through the end of 2025.	passed
Table the motion to approve changes to the CEC charter.	passed
Approve the February 21, 2025, meeting minutes as written.	passed

### **Action Items from the March 21, 2025 Meeting**

<b>Action Item</b>	<b>Status</b>
The CEC charter amendments will be discussed again at the May BJA meeting.	
Members of Color Caucus may be invited to attend May BJA meeting.	
<u>February 21, 2025 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





WASHINGTON  
**COURTS**  
ADMINISTRATIVE OFFICE OF THE COURTS

# IT Governance Status

May 2025 Report



# Summary of Changes

<b>New Requests:</b>	None
<b>Endorsements:</b>	1390 - WSCCR Webpage Redesign 1392 - Lay Guardian Toolkit (LGTK) Page 1394 - Migrate JABS from EDR Producer to EDR Consumer Database
<b>Analyzed:</b>	None
<b>CLUG Decision:</b>	None
<b>Authorized:</b>	None
<b>In Progress:</b>	None
<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
  Withdrawn or Closed

# ITG Priorities by CLUG

Priority	ITG #	Request Name	Status	Approving Authority	Importance
Appellate CLUG					
1	1355	Replace Appellate Court Case Management and E-Filing Systems	In Progress	JISC	High
2	1313	Supreme Court Opinion Routing/Tracking System	In Progress	CIO	High
3	1324	Appellate Court Records Retention	In Progress	CIO	High
4	1353	Build New Supreme Court Case Document Web Page	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
Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates)					
1	1369	Juvenile Records to DOL Exchange	Authorized	CIO	Mandate
2	1340	Enterprise Integration Platform and External API	In Progress	JISC	Maintenance
3	1388	MANDATE - Phase 2 - Protection Order Document Sharing for Judicial Officers Statewide	In Progress	CIO	Mandate
4	1393	DSHS Mental Competency Evaluation (True Blood) DX	In Progress	CIO	Mandate
5	1391	Migrate Blake Clerks Portal to eldP Signins	In Progress	CIO	Mandate
6	286	Statewide Reporting	On Hold	Administrator	Maintenance
7	276	Parking Tickets issued in SECTOR - Interim resolution	In Progress	Administrator	Maintenance
8	1361	Migrate to Office 365	In Progress	Administrator	Maintenance
9	1332	JCS Platform Migration	On Hold	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	Implement re:Search Trial Court Case Information 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	On Hold	Administrator	Mandate
22	1387	DB2 V13 Upgrade	In Progress	CIO	Maintenance

Authorized
  In Progress
  Completed
  Withdrawn or Closed

# ITG Request Progress

\*\* On Hold

Awaiting Endorsement	Awaiting Analysis	Awaiting Endorsement Confirmation	Awaiting CLUG Recommendation	Awaiting Authorization	Awaiting Scheduling
	<p><b>1321**</b> - Send JCAT data to the Data Warehouse to Facilitate Reporting</p> <p><b>1381</b>- Laserfiche to Enterprise Justice Integration - Utilizing Integration Platform</p> <p><b>1390</b> - WSCCR Webpage Redesign</p> <p><b>1392</b>- Lay Guardian Toolkit (LGTK) Page</p> <p><b>1394</b> - Migrate JABS from EDR Producer to EDR Consumer Database</p>			<p><b>1380</b> - Integration of the Moli Interpreter Scheduling System with Enterprise Justice</p>	<p><b>256</b> - Spokane Municipal Court CMS to EDR Data Exchange</p> <p><b>269</b> - Installation Of Clerks Edition For Franklin County Superior Court Clerks Office</p> <p><b>270</b> - Allow MH-JDAT/MAISI data to be accessed through BIT from the Data Warehouse</p> <p><b>275**</b> - Odyssey to EDR</p> <p><b>1297**</b> - Implement re:Search Trial Court Case Information Access</p> <p><b>1320**</b> - Public Case Search Modernization Applications</p> <p><b>1332**</b>-JCS Screen Modernization</p> <p><b>1353</b> - Build New Supreme Court Web Page</p> <p><b>1357**</b>– Guardianship Monitoring and Tracking</p> <p><b>1369</b>- Juvenile Records to DOL Exchange</p> <p><b>1370**</b>- Retire Assessments.com (Vant4ge) Servers</p> <p><b>1372**</b> - Exhibit Management Software</p> <p><b>1373**</b> – Replace Juvenile and Corrections System (JCS)</p> <p><b>1377</b> - Add a 'convictions only' tab in JABS</p> <p><b>1382**</b> - Web Services Modernization</p> <p><b>1391</b>- Migrate Blake Clerks Portal to eldP Signins</p>