WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

Judicial Information System Committee (JISC)

Friday, August 22, 2025 (10:00 a.m. – 12:10 p.m.)

Register in advance for this meeting:

August 22nd JISC Meeting Registration Link

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

AGENDA

1.	**Call to Order** a. Welcome & Introductions b. New JISC Members: • Ms. Suzanne Elsner (DMCMA) • Ms. Pamela Hartman-Beyer (AWSCA) c. Re-Appointed JISC Members: • Ms. Mindy Breiner (MPA) • Mr. Derek Byrne (COA) • Judge David Mann (COA) d. Approval of Minutes	Justice Barbara Madsen, Chair	10:00 – 10:10	Tab 1
2.	**JIS Budget Update** a. 25-27 IT Budget Update b. Decision Point 2025-05: 2026 Supplemental Budget IT Decision Package(s)	Mr. Chris Stanley, MSD Director	10:10 – 10:30	Tab 2
3.	**Draft JISC AI Guidelines Follow-Up and New AI Project Proposals** a. Review & Feedback b. Decision Point 2025-06: Adoption of JISC AI Guidelines c. New AI Project Proposals d. Decision Point 2025-07: Approve AI Governance Approach	Mr. Kevin Ammons, ISD Associate Director	10:30 – 10:45	Tab 3
4.	**Updates to JIS Policies – Part 1** a. Review Proposed JIS Policy Structure b. Decision Point 2025-08: Approve JIS Policy Structure	Mr. Kevin Ammons, ISD Associate Director	10:45 – 11:00	Tab 4
5.	**Criteria for Integrating Local Systems to Enterprise Integration Platform Discussion**	Mr. Dexter Mejia, CSD Associate Director	11:00 – 11:45	Tab 6

6.	**JIS Priority Project #1 (ITG 102): Courts of Limited Jurisdiction Case Management System (CLJ-CMS)** a. Project Update b. QA Assessment Report	Ms. Vonnie Diseth, ISD Director Mr. Allen Mills, Bluecrane	11:45 – 12:05	Tab 7
7.	**Committee Reports** Data Dissemination Committee (DDC)	Judge John Hart, DDC Chair	12:05 – 12:10	Tab 8
8.	**Meeting Wrap Up**	Justice Barbara Madsen, Chair	12:10	
9.	**Informational Materials** a. Board for Judicial Administration (BJA) Meeting Minutes b. ITG Status Report			Tab 8
Persons with a disability, who require accommodation, should notify Anya Prozora at Anya.Prozora@courts.wa.gov to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodation as requested.				

Future Meetings:

2025 – Schedule

October 24, 2025

December 5, 2025

JUDICIAL INFORMATION SYSTEM COMMITTEE

June 27, 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 Bouffiou
Ms. Mindy Breiner
Mr. Joseph Brusic
Mr. Derek Byrne
Mr. Donald Graham
Ms. Stephanie Kraft
Mr. Frank Maiocco
Chief Brad Moericke
Judge Robert Olson
Ms. Heidi Percy
Mr. Frankie Peters
Judge Allyson Zipp

Members Absent:
Judge David Mann
Ms. Paulette Revoir
Ms. Dawn Marie Rubio

AOC Staff Present:
Mr. Scott Ahlf
Ms. Kelley Ambergey-Richardson
Mr. Kevin Ammons
Mr. Robert Anteau
Mr. Kevin Cottingham
Mr. Rob Eby
Mr. Arsenio Escudero
Mr. Matthew Flack
Ms. Eunyoung Kim
Mr. Dexter Mejia
Ms. Michelle Pardee
Ms. Anya Prozora
Ms. Nancy Shattuck
Mr. Chris Stanley
Mr. James Wells
Ms. Tae Yoon

Guests Present:
Ms. Suzanne Elsner, Snohomish Co.
Ms. Michelle Enright, Stevens Co.
Ms. Pamela Hartman-Beyer, Clark Co.
Ms. Stephanie Keating, King Co.
Mr. Enrique Kuttemplon, King Co.
Mr. Allen Mills, Bluecrane
Judge Rebecca Robertson, King Co.

DRAFT

Call to Order & Approval of Meeting Minutes

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

Justice Madsen asked if there were any changes or additions to be made to the April 25, 2025 meeting minutes. Hearing none, the meeting minutes were approved as written.

The Committee bid farewell to Mr. Frank Maiocco and Ms. Paulette Revoir, the members representing the Association of Washington Superior Court Administrators (AWSCA) and the District and Municipal Courts Management Association (DMCMA), respectively. Both members will be stepping down from their JISC positions at the end of July. Justice Madsen recognized Mr. Maiocco and Ms. Revoir and thanked them for all their work on the JISC over the last several years.

JIS Budget Update

Mr. Chris Stanley gave a JIS budget briefing. He explained how AOC balances the JIS account using a three-legged stool analogy, with the legs being the annual General Fund transfer from the Legislature, standard infraction fees, and AOC's underspend. Additionally, AOC also transfers its General Fund underspend at the end of the fiscal year. Should one of the 'stool legs' collapse, it could be potentially

catastrophic to the fund. Since instituting this method of balancing the account in conjunction with the annual fund transfer from the Legislature, the JIS account has remained cash-positive at the end of the fiscal year.

The JIS account is healthy for now. The 2025-27 biennial budget did cut $4 million a year, which cuts into the fund transfer at the end of the year. The amounts that AOC will transfer to the account will be less than in recent years, but the account will be all right for the next few years.

The recently released June revenue forecast reflects a loss of approximately $1 billion in the next two biennia (2025-27 and 2027-29). The forecast also projects $30 million to be left at the end of the 2025-27 biennium (out of a $77 billion budget). This is a very significant reduction. What that means for 2026 supplemental budget requests is that AOC will only be asking for the most necessary items (e.g.: items that would lead to a work stoppage without funding, or items that would cause immediate and considerable harm to the judicial system and/or users if not funded).

Mr. Stanley stated that this is likely to be the highwater mark, given the uncertainty that exists in the revenue stream; we are heavily dependent on trade, national economic indicators, etc., and the current state is rather precarious. Mr. Stanley then added that decision package requests are due by June 30, at which time the AOC budget team will begin their review. The AOC Executive Team will begin their review in August and will make recommendations to the JISC later that month and to the Board for Judicial Administration (BJA) in September. Budget requests will be reviewed by the Supreme Court Budget Committee in late September, and the full Court in October. The final budget request will then be sent to the Legislature.

Person Management Analysis Results Discussion

Mr. Dexter Mejia gave a summary recap on the Person Management Analysis results from Gartner Inc., who presented their analysis findings and recommendations at the previous JISC meeting on April 25, 2025. He briefly reviewed the effort's vision, goals, objectives, business and technical use cases, roadmap, proposed roadmap timeline, pros and cons, constraints and risks, and next steps.

Mr. Mejia then outlined potential options for how to proceed with the effort at this time. These included: determining the feasibility to begin an assessment of person matching routine (scheduling, resources, desired outcomes), person data issue and escalation processes (scheduling, resources, desired outcomes), and develop PBR training; developing a funding request for resources and IT investments for the supplemental or next biennium's budget process; developing ITGs to aid budget development requests; determine feasibility to de-scope or deprioritize other work to make room and make resources available; and delaying the effort for two years to allow time to complete CLJ-CMS implementation and for funding to be available.

Discussion followed. Mr. Mejia clarified that the Person Management effort would be a large-scale program with multiple projects including data governance and policy work, technological work, and continued data quality issue resolution. It would need to be prioritized as a high priority effort. Ms. Heidi Percy, Judge Valerie Bouffiou, and Judge Rebecca Robertson spoke to the criticality of this work to the trial courts, as the accuracy of criminal histories is vital for judicial officers to be able to conduct their

work on the bench. Other members noted the importance of engaging with the courts who have separate systems that handle person records, as well as their system vendors.

Justice Madsen asked Mr. Mejia and Mr. Kevin Ammons for their perspective on what next steps can be taken in light of the discussion. Mr. Mejia mentioned AOC will be working on education and awareness to help courts in the prevention of person record inaccuracies. Mr. Ammons noted that from the technical side, AOC will need to identify what the first body of work in this effort would be. Some of the work (such as updating person business rules) would not require an ITG, but others will require one, such as looking into a system that could be used to build golden records.

AOC will work with the courts on education and prevention, as well as work on policies and person business rules (PBRs), planning the practical steps that need to be taken to work towards a solution, and follow up with members for feedback on resourcing after they have discussed this matter with their respective associations.

Mr. Mejia will report back on this topic at the October JISC meeting.

ITG 1326 – Online Interpreter Scheduling

Mr. James Wells gave a summary recap on the analysis for Online Interpreter Scheduling (ITG 1326), which was presented to the JISC in February 2025. This ITG seeks to establish a statewide online court interpreter scheduling system that can be used by all courts, provide a standardized and efficient scheduling process, and that offers potential integration with other JIS applications. He also shared survey results on adoption rate and estimated cost. The estimated cost based on the analysis is $1.2 million and the project duration would be 18 months.

Mr. Ammons added that another separate ITG request has been submitted to integrate existing court interpreter systems using the Enterprise Integration Platform. That ITG will be brought before the JISC later this year.

Mr. Ammons then provided the Committee with the first of two decision points: whether or not to proceed with ITG 1326 – Online Interpreter Scheduling. He clarified that should the JISC authorize and prioritize this ITG, that does not guarantee AOC would request a budget decision package for it in the next biennium.

Justice Madsen asked if there was a motion to approve authorization of this ITG to implement an online interpreter scheduling system.

Motion: Judge Valerie Bouffiou

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

Second: Mr. Frank Maiocco

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

Opposed: None.

Absent: Judge David Mann, Ms. Paulette Revoir, Ms. Dawn Marie Rubio

The motion passed.

Mr. Ammons then proffered the second decision point: to prioritize ITG 1326 with the existing ITG requests on the current JISC Priorities list. The Committee discussed placement ranking for the ITG.

Justice Madsen asked if there was a motion to prioritize ITG 1326.

Motion: Justice Barbara Madsen

I move that ITG Request 1326 be prioritized as JISC priority #6.

Second: Judge Robert Olson

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

Opposed: None.

Absent: Judge David Mann, Ms. Paulette Revoir, Ms. Dawn Marie Rubio

The motion passed. ITG 1326 will be added to the list as Priority #6.

Introduction of Draft JISC AI Guidelines

Mr. Ammons introduced AOC's proposed draft of the JISC Artificial Intelligence (AI) Guidelines. At the April JISC meeting, a presentation was given on AI guidance from both the BJA and the National Center for State Courts (NCSC). The Committee asked AOC to draft similar guidance relating to the Judicial Information System (JIS). The draft focuses heavily on the JIS applications and statewide data. The document begins with authorities from RCW and court rule and provides an overview of JIS and also of AI, including aspects of AI of which any user should be aware. The guidelines provide direction on complying with RCW and court rules and handling of restricted data and statewide data with AI; it also issues reminders that all AI products must be reviewed and verified by a human, who is ultimately responsible for proper use, and provides guidance on reporting security issues or confidentiality breaches.

DRAFT

Mr. Ammons asked that Committee members review the draft with their respective associations and provide feedback to AOC by the end of July 2025. AOC will incorporate the feedback and bring the revised document back to the August JISC meeting for review and decision.

Introduction to Updates to JIS Policies

Mr. Ammons gave an introductory presentation on updating the JIS Policies. The JIS General Policies contain ten policy subject areas, including: Software, Security, Use of Customer Services, and 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.

Mr. Ammons then outlined AOC's proposed process for reviewing the policies. 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 two to three policy areas documents for feedback and approval. The first proposals will be presented at the August meeting.

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

CLJ-CMS Project Update

No project update was given at this meeting.

Quality Assurance Assessment Report

Mr. Allen Mills, with the project's QA vendor Bluecrane, provided an overview of the May 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 August 22, 2025, via Zoom from 10:00 a.m. to 12:00 p.m.

Action Items

	Action Items	Owner	Status

DRAFT

Judicial Information System Committee Meeting August 22, 2025

DECISION POINT 2025-05 – 2026 Supplemental Legislative Budget Request

MOTION:

I move that the JISC approve the 2026 supplemental legislative budget request as presented, with the understanding that the dollar amounts may vary slightly as final calculations are made and that the final amount per request will be transmitted to JISC members once finalized.

I. BACKGROUND

RCW 2.68.010 provides that the JISC "shall determine all matters pertaining to the delivery of services available from the judicial information system." RCW 2.68.020 provides that the Administrative Office of the Courts (AOC) shall maintain and administer the Judicial Information System (JIS) account. JISC Rule 1 requires the Administrator for the Courts to operate the JIS, under the direction of the JISC and with the approval of the Supreme Court. JISC Rule 4 requires the Administrator for the Courts to prepare funding requests, under the direction of the JISC and with the approval of the Supreme Court.

II. DISCUSSION

The proposed summary identifies those items, activities or projects that will most likely need ongoing, additional or new funding during the ensuing biennium. All projects have previously been approved by the JISC.

III. PROPOSAL

AOC recommends that the JISC approve the 2026 supplemental budget request items as submitted with the understanding that the amounts per request will change.

IV. OUTCOME IF NOT PASSED

If not passed, the budget submittal could be delayed reducing the time available to propose the requests to the legislature. Delay could jeopardize the availability of funding.

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

Draft JISC AI Guidelines and AI Project Proposals

C. Kevin Ammons, ISD ASSOCIATE DIRECTOR
August 22, 2025

JISC and AI

- At the June JISC, AOC presented draft AI guidance related to JIS
- The draft focused heavily on the JIS applications and statewide data
- AOC asked all JISC members to request review and feedback of the proposed draft during the month of July
- No feedback was received so we will proceed to a Decision Point

Decision Point

AI Project Proposals

- AI is now readily available and courts throughout the country are conducting projects to improve their services through AI tools
  - Some successful projects have included tools to summarize lengthy documents, analyze legislation, and helping the public navigate court websites and forms
- AOC is beginning to receive inquiries and requests to test or pilot AI tools to address some business needs
- Within the guidelines established by the Board for Judicial Administration and the JISC, we must ensure that efforts requiring statewide resources align with the strategic direction of the JIS and do not reduce support for the primary statewide systems

AI Technical and Practical Concerns

- AOC is not staffed to specifically support AI, so any staff time on AI reduces time available for their regular duties
- Requests for a variety of applications (Copilot, ChatGPT, etc.) result in a proliferation of AI tools, each requiring support
- Adoption and tuning of AI requires additional time from the users to both complete a task without AI, but also to complete the task using AI, verify the outcome, and tune the AI to improve products
- Careful attention must be paid to the AI tools' details, including type of model, data and privacy concerns, and changes to licensing agreements

AI Project Approval and Governance

- AOC proposes that the IT Governance (ITG) process be used to consider requests for statewide AI projects
- JISC would be the approval authority for all AI proposals submitted under ITG to ensure efforts aligned with priorities and provide oversight for initial efforts
- It will be vital to carefully select projects to ensure they:
  - Comply with JISC and BJA policy
  - Mature AOC's AI capabilities
  - Lead to outcomes that consistently improve core services offered
  - If they introduce new services that will require on-going support from AOC and the courts, that resources be requested from the legislature

AI ITG Details and Restrictions

- Requests should not be for specific tools, like ChatGPT, but rather for the process and outcomes requestors seek to achieve
- Initially, all requests would go to the JISC for Authorization regardless of their size
- AOC's analysis of the request would include details of what could be learned from the project to apply more broadly to other operations and identify the staff required to complete the work
- It would be vital to clearly define the scope and avoid open-ended projects
- JISC would carefully consider the potential benefits of the proposal against the reduced staff hours for regular duties
- The number of projects authorized should be heavily limited to avoid sprawl and lack of focus on successful completion of projects

Decision Point

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

DRAFT

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.

Judicial Information System Committee Meeting August 22, 2025

DECISION POINT 2025-06 – Adoption of JISC Artificial Intelligence (AI) Guidelines

MOTION:

I move that the JISC approve the proposed JISC AI Guidelines.

I. BACKGROUND

During the June 2025 JISC meeting, the AOC was instructed to draft AI Guidelines for the use of AI tools in the JIS IT portfolio and with statewide data. Guidelines for use of this emerging technology impacting JIS applications and statewide data are proposed below.

II. DISCUSSION

There is an ever-growing variety of AI solutions that are circulating in the court community. Some solutions are better than others and have a wide array of functions that also come with substantial risks to the courts. AI has the potential to augment tasks and research, producing a high degree of efficiency, but requires human validation to verify that AI-generated responses are accurate. Providing guidelines would help mitigate many associated risks while reaping the benefits and capabilities of AI applications.

III. PROPOSAL

AOC recommends that the JISC adopt the proposed AI guidelines that conform with the guidelines established by the Board for Judicial Administration.

IV. OUTCOME IF NOT PASSED

If not passed, the courts will not have JISC guidelines for the use of AI tools with the JIS applications and statewide data.

Judicial Information System Committee Meeting August 22, 2025

DECISION POINT 2025-07 – Artificial Intelligence (AI) Governance Approach

MOTION:

I move that the JISC approve the proposed AI governance approach.

I. BACKGROUND

The AOC has received inquiries and requests to purchase licenses for AI products, or to conduct pilots of AI technologies to support court operations. AOC has identified that proper governance of these requests is vital as the resources required and the benefits to be gained are not clear, nor is it certain that broad support exists for any specific initiative.

II. DISCUSSION

AI is ubiquitous in courts throughout the country. Constructing safeguards and proper protocols to control and oversee the use of these applications is a top priority. A governance process is essential to ensure that secure AI technologies are used with JIS applications and statewide data. It is also necessary that AI-related projects are selected that reflect the strategic direction of the JISC and the statewide services offered through the JIS applications.

III. PROPOSAL

AOC recommends that the JISC approve that all proposed AI applications be submitted through the established Information Technology Governance (ITG) process to be considered for implementation. Regardless of the estimated costs, ITGs within this category will be reviewed for possible authorization by the JISC and prioritized accordingly.

IV. OUTCOME IF NOT PASSED

If not passed, AI-related requests may continue coming through multiple channels and reduce AOC staff time available to support current JIS applications and operations.

Updating JIS Policies

C. Kevin Ammons, ISD ASSOCIATE DIRECTOR
August 22, 2025

JIS Policies Overview

- The JIS General Policies contain several 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

Current JIS Policy Structure

General

Data Dissemination Policy

General Policies (10 subject areas)

Alternative Electronic Court Record Systems

Data Standards

Implementation Plan

Disaster Recovery (DR)

DR and Business Resumption Planning

IT Governance (ITG)

JIS ITG Policy

ITG Stakeholder Comment Process

Project Management

JIS IT Portfolio Process

Security

JIS IT Security Policy

JIS Policies Overview

- The current policies and documents are not well organized with only one or two documents in each category
- The JIS General Policy covers many subject areas, including some that no longer represent JISC decisions that have taken place in recent years
- The proposed new structure addresses these issues

Proposed JIS Policy Structure

1. JIS Oversight and Governance Policies

- 1.1 JIS IT Portfolio Policy
- *1.2 IT Governance*
  - 1.2.1 JIS ITG Policy
  - 1.2.2 ITG Stakeholder Comment Process
- 1.3 IT DR Recovery and Business Resumption Planning Policy
- 1.4 JIS IT Security Policy
- *1.5 Alternative Electronic Record Systems*
  - 1.5.1 Data Standards
  - 1.5.2 Implementation Plan

2 JISC Subcommittee Policies

- 2.1 Data Dissemination Policy

3 AOC Service Policies

- 3.1 Access to JIS Applications and AOC Network
- 3.2 AOC Services
- 3.3 User Responsibilities

Next Steps

- Approve the proposed policy structure and the plan moving forward
- Begin revising the policies and bringing them to the JISC for approval, similar to the court rules update process
- Establish an improved JIS Policy page and post revised documents

Decision Point

Judicial Information System Committee Meeting August 22, 2025

DECISION POINT 2025-08 – JIS Policies Structure

MOTION:

I move that the JISC approve the proposed policy structure and the plan to review and revise existing JIS Policies and guidance.

I. BACKGROUND

The JIS Guidelines were last revised on June 26, 2015. 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. Consequently, the JIS Guidelines were written to govern several policy areas that fall within the scope of authority of the JISC, which include several policy subject areas, including software, security, use of customer services, and JIS applications.

II. DISCUSSION

With the numerous technological advancements, security policy updates, and JISC decisions that have been approved in the last decade, the JIS Policies and other guidance documents need to be updated to ensure alignment.

III. PROPOSAL

AOC recommends that the JISC approve the proposed policy structure and the plan moving forward to align the JIS Policies and other guidance with the changes that have occurred since June 2015. These include reorganizing the sections of the guidelines so that they are succinct and streamlined, creating congruency with the current court environment, and having the JISC approved guidelines follow the court rules update process. The final version of the JIS Policies and other guidance will be published on an improved JIS Policy page.

IV. OUTCOME IF NOT PASSED

If not passed, the JIS Policies and other guidance documents will remain outdated and not adhere to current practices.

Enterprise Integration Platform Overview

Dexter Mejia, CSD ASSOCIATE DIRECTOR
August 22, 2025

Overview

- Over the years, our courts sought and implemented applications to fill gaps in JIS capabilities and functions to meet evolving business needs
- Fast forward to today, JIS (DISCIS) is being replaced by Enterprise Justice - despite, careful vetting of requirements, some capabilities and functions are unmet or have surfaced after procurement activities
- The unmet capabilities and functions are currently fulfilled by applications implemented locally by our courts

Overview, continued

- CLJ Courts raised concerns about the unmet capabilities and functions and requested a solution to continue using local applications (specifically OCourt) in conjunction with Enterprise Justice
- AOC proposed utilizing Application Programming Interfaces (APIs) already available with Enterprise Justice and using a robust integration platform to route messages (data) between systems in a standardized and organized methodology
- The proposal was approved in 2023, and the integration project was funded and began last October and is now nearing completion.

Problem Statements

- ITG requests to use the new enterprise integration solution and to connect systems have already been submitted and will continue to be requested
- 1396 -Integrate Court Payment Systems (Integration of the Catalis (aka: NCourt payment system),
- 1381- Laserfiche to Enterprise Justice Integration
- 1380 - Integrate Interpreter Scheduling Systems to Enterprise Justice (Integration of the Moli Interpreter Scheduling System with Enterprise Justice)
- 1345 - Integration of OCourt platform into the new CLJ-CMS.
- What governance, controls, or procedures should be applied when approving such requests?

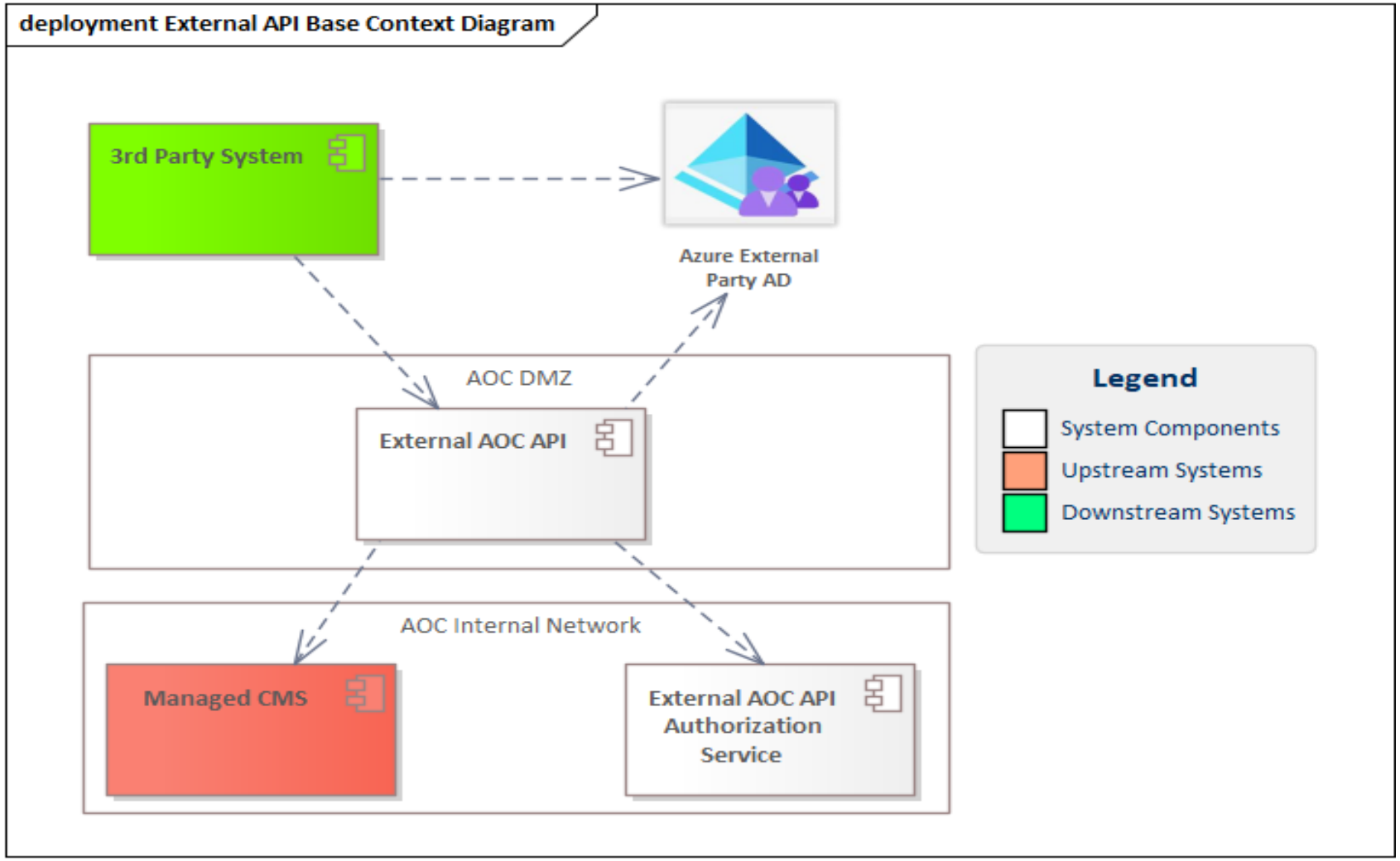
Solution Overview

- The idea of integrating systems via APIs is not a new concept. It is a method widely used for connecting disparate systems to deliver a desired outcome or value. The benefits of this method are the following:
  - Relative simplification of integrating systems. APIs provide a standard for systems to communicate
  - Shifts the focus from functions to the data needed by the local applications
  - Minimizes restrictions or decision making regarding which functions are necessary
  - Allows for easy management and security of future local court needs to complement Enterprise Justice.

Solution Overview, continued

- The solution will create a generic and unified API platform facing outside of AOC for 3rd party vendors, the courts, executive branch agencies and others to access and interact with court systems.
- Access to systems will be authenticated via standard AOC security methods and the resulting identity will be used to map to registered authorizations for utilizing the different components of the API.
- Each method on the API will process the request, after authorization, by routing it to the system supporting the court.
- It will then return responses based upon that interaction. A separate secure service will be established for managing the authorizations that links into the AOC external Identity Provider (IdP) system.
- It will include a service for the API to reference for authorizations in request processing along with user interfaces for support staff to leverage in managing authorizations.

Solution Overview, continued



Overview, continued

- 3rd Party System
- This would be any vendor application used by a court or a partner organization requiring access to court information. This could even include users directly accessing the API through tools such as Excel or Power BI.
- All callers must be registered within the external-facing IdP (Azure External Party AD) and be authenticated when making calls on the EAA interface.
- Authorization to make a call will be checked on each request to the API.

Overview, continued

Azure External Party Active Directory

- Azure External Party AD (formerly known as Azure AD B2C) is the external IdP per AOC's current policies and standards.
- Individual users can be registered either via their pre-existing Microsoft (personal or work) login or their email address.
- Applications will be registered as known applications within this system for authentication.
- Authentication protocols between systems is industry standard Open Authentication (OATH) principles with AOC's instance of Azure External Party AD acting as the authentication authority.

Overview, continued

Managed CMS (Enterprise Justice)

- This is the managed Case Management System (CMS) for Washington State courts - Enterprise Justice implementations at AOC.

EAA Authorization Service

- This is a web application with a small REST Web API that is used to manage the authorizations for accessing the API.
- It will track for a given identity which endpoints for which courts the identity has access to.
- The REST API will provide the API service itself with authorization tokens for a given identity and potentially be used to help track access requests.

Overview, continued

EAA API

- This is the actual access point of the system sitting entirely on the AOC enterprise integration platform with its own API Management instance and an orchestration set for each endpoint.
- There will be an API endpoint for each major data object supported by the EAA.
- Endpoints will include read and list operations along with potential create and update operations.
- Further detailed gap analysis will be required to validate the endpoints and available APIs between the systems.

Considerations

- Please refer to the document provided in your meeting packet.

Discussion

1. Questions and Answers
2. Does JISCR 13 need to be updated to include language about integrations or is this a new rule?

Next Steps

1. Develop on-boarding procedures based on current pilot project experience.
2. Add additional criteria in AOC's sizing method to contemplate required work to integrate.
3. Review work products with JISC.
4. Create decision point.

Considerations for Approving External Applications Access to the Enterprise Integration Platform

1. **Constraints:**
    a. Availability of APIs. Specifically, with Tyler's Enterprise Justice, exposure of data elements via APIs is not comprehensive. Depending on the data required to send back and forth, a new or modified APIs may be needed from Tyler. This requires a change request, time and resources to build.
    b. Ability of vendors to build against a set of integration and architectural standards. AOC's integration platform is architected around a set of standards to promote secure and safe environments and transactions between systems, promote performance, and enable efficiencies for delivering the requested functions.
    c. Cost of building integrations. The court requesting an integration to AOC's system will bear the cost for the work to integrate their 3rd-party system with AOC's system. There will also be cost to AOC for on-boarding of a new system, analysis, and potentially additional work to add or modify an API.

2. **Requesting Capability vs. Feature vs. Function vs. Scenario:**
    When processing a request for integrations, it is important to understand, consider, and discern the intent of the request to evaluate the complexity, level of effort, impacts, and value or return on investment.
    a. Capability is the ability for a system to perform a set of features, functions required to perform a broad set of tasks. For example, Accounting and Financials is the capability of a case management system. Document Management is a capability of a case management system.
    b. Feature is the control or settings for performing a set of tasks. For example, A feature of the Accounting and Financial capability is the Collections feature. A feature of document management capability is to attach documents to events.
    c. Functionality is the ability of a feature to achieve the required outcome or a specific condition. For example, A function of the Collections feature is to create a report. A function of a document management system feature is to send a specific document type to a workflow queue.
    d. Scenario is the possible variation in the context of the environment in which the functionality is happening, often presenting multiple permutations and combinations. For example. In Court A, batch scanning of document is preferred. In Court B, scanning one document at a time is

preferred.

3. **Business Case:** Consider the business process being addressed by the request through the following questions.
    a. Is the business process already addressed by the existing JIS applications?
    b. Would the request seek to replace a key function of an existing JIS application or to supplement the function?
    c. If the business process is not currently offered by a JIS application, should it be considered as a new statewide service or is it more effective to allow integration via the Enterprise Integration Platform?

4. **Focus on data:** Is the data to be exchanged between systems fall under the standard data element or not? Is the data required in Enterprise Justice to make the records whole? What data is required by the local system? What are the reporting implications? If the data required currently does not have a corresponding API, development will be required.

5. **Jurisdiction Usage Rate:** Consider whether the potential number of jurisdictions that would utilize the integration justifies the commitment of JIS resources.

6. **Overall Efficiency:** Consider whether the functionality involved offers significant efficiency improvements to courts.

7. **Integration Development Responsibilities:** Consider the multiple responsibilities for the requestor, the requestor's vendor, AOC, and Tyler.
    a. AOC – responsible for on-boarding activities; requirements elicitation, project scheduling and management, working with vendor on API changes, working with court and court's vendor.
    b. Tyler/Enterprise Justice– may be required to update or create a new API to share data.
    c. Court – responsible for facilitating business and integration requirements, training their court users, and managing their vendor.
    d. Court's Vendor – responsible for building integrations to AOC integration platform

8. **Other Projects:** Consider whether the request duplicates functionality in other requests and the impact that it could have on priorities, scheduling, and delivery of all related efforts.

9. **On-going Support:** Consider the division of responsibilities for on-going support, funding requirements for AOC and the court, and potential complexity with troubleshooting multiple integrated applications.

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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

Vonnie Diseth, Director/CIO Information Services Division (ISD)
August 22, 2025

Project Scope

- Four Components
  - eFile & Serve
  - Enterprise Justice
  - Enterprise Supervision
  - re:Search (public access, replaces “Tyler Portal”)

Work in Progress

- **Continuing to Stabilize Pilot & Early Adopter Courts**
  - 15 Defects Open (30 Closed)
  - 19 Enhancements Open
    - 2 Delivered with Bugs Found
    - 8 Development In Progress
    - 9 Pending Next Steps & Scheduling
  - Ongoing Education Opportunities for Court staff
- **v2025 Upgrade Testing – December 2025**
  - Tyler “Guided Sessions” for AOC (On Hold until September)
  - SaaS Environment for pre-testing expected in October
  - Complete Solution (on-premise) expected in December
  - Upgrade available to Pilot & EA Courts expected early-February
- **Implement Remaining 132 Courts**
  - 2026 Event 1 Kick-off in October

Project Outreach

Statewide Outreach Sessions

- ✓February 26, Vancouver
- ✓April 9, Yakima
- ✓June 30, Spokane
- ✓August 20, Olympia
- September 10, Marysville

Online System Demonstrations

- ✓March 4
- ✓July 8
- September 16
- November 4

Risks

- **System performance impacted as Live courts do more advanced work**
  - Consulting with Tyler Technologies to review configuration
- **Long defect lifecycle impacts Live courts**
  - 184 days from Open to Fix Available
  - Slows or delays CLJ's ability to pre-configure future courts
- **Some enhancements delayed beyond 2026 Event 1**
  - Workarounds in place at go-live will require re-training after go-live
- **v2025 delivery in December compresses CLJ upgrade timeline**
  - Readiness activities will start on SaaS in October and shift to On-Premise in December
  - Solution Validation and Live Court Training activities overlap between Upgrade and 2026 Event 1
  - Short timeline for Tyler Technologies to deliver needed deliver fixes ahead of go-live

Next Steps

Milestone	Date
2026 Event 1 Data Conversion Begins	August
v2025 SaaS available for pre-test	October
re:Search Go-Live (Pilot & EA Courts)	October
Kick-off with 2026 Event 1 Courts	October
v2025 Complete Solution available for testing	December
Pilot & EA Courts upgrade to v2025	February
2026 Event 1 Go-Live (A|B) on v2025	May & June
2026 Event 2 Go-Live (A|B) on v2025	September & October

Independent Quality Assurance Update

ALLEN MILLS, BLUECRANE, INC.

bluecrane

Management Consulting

for

State and Local

Governments

Quality Assurance

Executive Advisement

Project Oversight

Project Management

Independent Verification and Validation (IV&V)

Risk Reduction

Quality Assurance Assessment

for the

State of Washington

Administrative Office of the Courts (AOC)

CLJ-CMS Project

July 2025

Prepared by

Bluecrane, Inc.

bluecrane ®

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

July 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 July 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

Table of Contents

Introductory Note on Project Structure ..... **iv**
1. Executive Summary **1**
1.1 Executive Overview 1
1.2 Executive "At-a-Glance" QA Dashboard 2
2. Detailed Assessment Report **6**
2.1 Project Management and Sponsorship 6
2.1.1 Schedule: Case Management 6
2.1.2 Schedule: Supervision 6
2.1.3 Schedule: eFiling 7
2.1.4 Scope: Case Management 7
2.1.5 Scope: Supervision 8
2.1.6 Scope: eFiling 9
2.1.7 Project Staffing 9
2.1.8 Governance 10
2.1.9 Budget: Funding 11
2.1.10 Budget: Management of Spending 11
2.1.11 Contracts and Deliverables Management 12
2.1.12 PMO Processes 12
2.2 People 13
2.2.1 Stakeholder Engagement 13
2.2.2 OCM: Case Management 13
2.2.3 OCM: Supervision 14
2.2.4 OCM: eFiling 14
2.2.5 Communications 14
2.2.6 Court Preparation and Training 15
2.3 Solution 15
2.3.1 Business Process: Case Management 15
2.3.2 Business Process: Supervision 15
2.3.3 Business Process: eFiling 16
2.3.4 Requirements, Design, and Configuration: Case Management 16
2.3.5 Requirements, Design, and Configuration: Supervision 16
2.3.6 Requirements, Design, and Configuration: eFiling 17
2.3.7 Integrations: Case Management 17
2.3.8 Integrations: eFiling 18

2.3.9 Reports: Case Management 18
2.3.10 Reports: Supervision 18
2.3.11 Testing: Case Management 19
2.3.12 Testing: Supervision 19
2.3.13 Testing: eFiling 19
2.3.14 Deployment: Case Management 20
2.3.15 Deployment: Supervision 21
2.3.16 Deployment: eFiling 21
2.4 Data 22
2.4.1 Data Preparation: Case Management 22
2.4.2 Data Conversion: Case Management 22
2.4.3 Data Conversion: Supervision 22
2.4.4 Data Security 23
2.5 Infrastructure 23
2.5.1 Infrastructure for Remote Work 23
2.5.2 Statewide Infrastructure 24
2.5.3 Local Infrastructure 24
2.5.4 Security Functionality 24
2.5.5 Access 25
2.5.6 Environments 25
2.5.7 Post-Implementation Support 26
Appendix: Overview of *bluecrane* Risk Assessment Approach 27

Table of Figures

Figure 1. Areas of CLJ-CMS Project Assessed for Risks 29

Table of Tables

Table 1. Summary Dashboard of QA Assessment Results 2
Table 2. *bluecrane's* Risk Assessment Categorization 29

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 July 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.

Key activities in July included:

- Twenty AutoJira items (non-Production issues) were closed while the Project Manager was on family medical leave and the Deputy Project Manager was on vacation; at the time of the writing of this report, the Deputy Project Manager is beginning to assess the impact of the closed items on overall solution quality
- "Office Hours" continued to be well-attended; the number of questions from courts went down over the course of the month; the Project will be shifting to "Continuing Education" in lieu of Office Hours after August (due to resource constraints and the reduction in the number of questions)
- AOC is working with courts scheduled for future "Go-Live" events to plan for "facilitators" to be present in courts to assist users; solution expertise that resides with the Project team members will be available remotely
- Guided Working Sessions continued to be on hold while waiting for the availability of a Software-as-a-Service (Saas) version of Enterprise Justice 2025 (EJ2025); Tyler has told AOC that the SaaS version will be available by August; the expected delivery of an "on-premises" version continues to be December 2025
- Data conversion for 2026 Event 1 continued with some E-Supervision (i.e., probation) challenges
- The Project continues to wait for a Caseload Pro "recast" plan from Tyler; drafts have been delivered but the Project remains unclear on the end-to-end approach

The risks to schedule and on-time deployment remain high-risk ("red") and, as we have said before, 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 issues that have been clearly communicated to Tyler have been addressed adequately). 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.

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	**July 2025**	**June 2025**	**May 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	Risk Being Addressed	Risk Being Addressed
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

Project Management and Sponsorship			
Assessment Area	**July 2025**	**June 2025**	**May 2025**
PMO Processes	No Risk Identified	No Risk Identified	No Risk Identified

People			
Assessment Area	**July 2025**	**June 2025**	**May 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	**July 2025**	**June 2025**	**May 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

Solution			
Assessment Area	**July 2025**	**June 2025**	**May 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

Data			
Assessment Area	**July 2025**	**June 2025**	**May 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	**July 2025**	**June 2025**	**May 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		
	July 2025	June 2025	May 2025
	High Risk	High Risk	High Risk

Findings

At this time, the date that Tyler says it will provide AOC with a complete on-premises version of EJ2025 remains early December 2025. As we noted in our May report, this timeline will meet CLJ-CMS needs ***if everything goes according to plan and with high quality results***. The risks to schedule and on-time deployment remain high-risk ("red") and, as we have said before, 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 issues that have been clearly communicated to Tyler have been addressed adequately). 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.

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.

2.1.2 Schedule: Supervision

Project Management and Sponsorship			
Schedule: Supervision	Three-Month Rolling Risk Levels		
	July 2025	June 2025	May 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: 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.

2.1.3 Schedule: eFiling

Project Management and Sponsorship			
Schedule: eFiling	Three-Month Rolling Risk Levels		
	July 2025	June 2025	May 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: 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.

2.1.4 Scope: Case Management

Project Management and Sponsorship			
Scope: Case Management	Three-Month Rolling Risk Levels		
	July 2025	June 2025	May 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. Recent reports suggest that the infrastructure project is progressing on schedule.

2.1.5 Scope: Supervision

Project Management and Sponsorship			
Scope: Supervision	Three-Month Rolling Risk Levels		
	July 2025	June 2025	May 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.*** Recent reports suggest that the infrastructure project is progressing on schedule.

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.

The Project continues to wait for a Caseload Pro "recast" plan from Tyler. Drafts have been delivered, but the Project remains unclear on the end-to-end approach.

2.1.6 Scope: eFiling

Project Management and Sponsorship			
Scope: eFiling	Three-Month Rolling Risk Levels		
	July 2025	June 2025	May 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.*** Recent reports suggest that the infrastructure project is progressing on schedule.

2.1.7 Project Staffing

Project Management and Sponsorship			
Project Staffing	Three-Month Rolling Risk Levels		
	July 2025	June 2025	May 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 six 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		
	July 2025	June 2025	May 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 continues to produce a well-organized and detailed email 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.

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 quality of the solution deployed in future "Go Live" events. 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		
	July 2025	June 2025	May 2025
	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed

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 mitigate the risks created by these circumstances and move forward with current approved staffing.

2.1.10 Budget: Management of Spending

Project Management and Sponsorship			
Budget: Management of Spending	Three-Month Rolling Risk Levels		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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 a May 6, 2025 meeting in Olympia, the AOC Chief Legal Counsel and Director of the Court Services Division (CSD) sent a very direct and unequivocal email 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. We do not assess risks with AOC’s approach to contracts and deliverables management. Risks related to lack of timely delivery by Tyler are addressed elsewhere in this report.

2.1.12 PMO Processes

Project Management and Sponsorship			
PMO Processes	Three-Month Rolling Risk Levels		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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 Early Adopter (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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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.*** Recent reports suggest that the infrastructure project is progressing on schedule.

With respect to the risk we raised in May regarding a data sharing “integration” with a partner agency, the Department of Licensing (DOL), the Administrator of the Courts sent a letter to the DOL Director in June noting the criticality of addressing the issue urgently. AOC is reaching out to DOL to schedule additional meetings. As we noted in our May report, 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 2025
	High Risk	High Risk	High Risk

Findings

At this time, the date that Tyler says it will provide AOC with a complete on-premises version of EJ2025 would remain early December 2025. As we noted in our May report, this timeline will meet CLJ-CMS needs ***if everything goes according to plan and with high quality results***. The risks to the implementation activities scheduled for 2026 remain 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) provides little-to-no contingency if things do not go exactly as planned.

The CLJ-CMS Project continues to pursue its "head start" activities to prepare courts for deployment activities. This work includes configuration-related activities and data gathering. This is a reasonable approach toward mitigating some of the schedule risks over the next year while waiting for Tyler to deliver EJ2025.

The risks to schedule and on-time deployment remain high-risk ("red") and, as we have said before, 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 issues that have been clearly communicated to Tyler have been addressed adequately). 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.

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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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, 2025 meeting with Tyler, 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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		
	July 2025	June 2025	May 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.

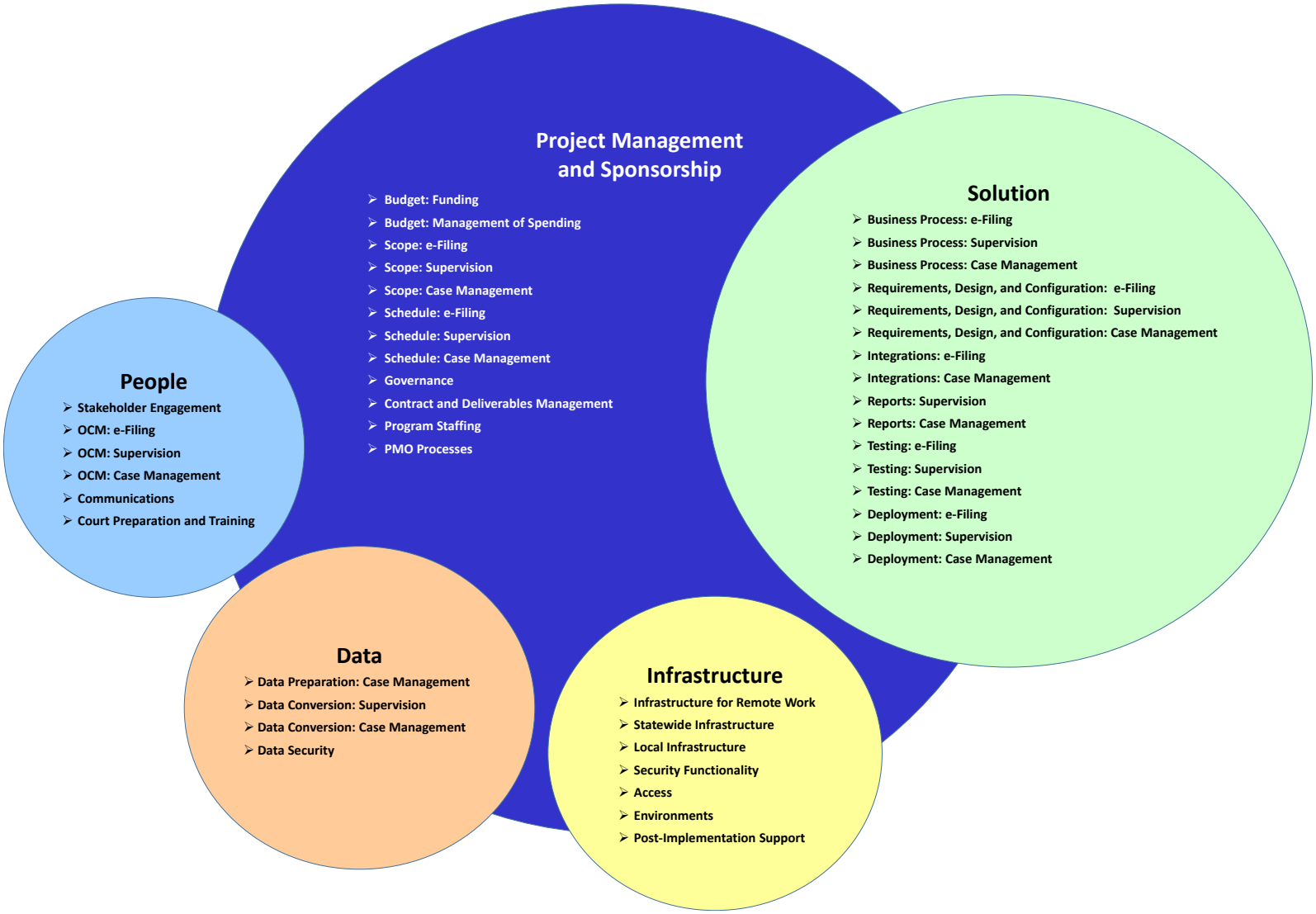


Figure 1. Areas of CLJ-CMS Project Assessed for Risks

Our risk ratings are summarized in Table 2 below.

Table 2. *bluecrane's* Risk Assessment Categorization

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

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

IT Governance Status

July 2025 Report

Summary of Changes Since Last Report

New Requests
1404 - Internal Legislative Tracking Tool

Endorsements
1396 - Integration of the Catalis (aka: NCourt) Payment System 1401 - Washington Pattern Jury Instructions Free Public Website
Analyzed
No Changes
CLUG Decision
No Changes

Summary of Changes Since Last Report (Cont.)

Authorized
1390 - WSCCR Webpage Redesign 1400- Magic XPA Upgrade 4.11.1 1402 - OnBase Product Upgrade to v25.1
In Progress
256 - Spokane Municipal Court CMS to EDR Data Exchange 1297- Implement re:Search Trial Court Case Information Access* 1369- Juvenile Records to DOL Exchange 1397- Disaster Recovery Vendor Change 1399- VINE Pilot with WASPC and Thurston Clerk 1403 - Migration of Public Facing eFiling Portal from ColdFusion to .NET

Summary of Changes Since Last Report (Cont.)

Completed
1391 - Migrate Blake Clerks Portal to eIdP Signins

Closed
276- Parking Tickets issued in SECTOR - Interim resolution 1398 - Power BI Gateway to on prem data

JISC ITG Priorities by Status

In Progress			
Priority	**ITG#**	**Request Name**	**Requesting CLUG**
1	102	Courts of Limited Jurisdiction Case Management System	CLJ
2	1355	1355- Replace Appellate Court Case Management and E-Filing Systems	Appellate
3	1340	Enterprise Integration Platform and Ext API	Non-JIS
Authorized			
Priority	**ITG#**	**Request Name**	**Requesting CLUG**
4	1373	Replace Juvenile and Corrections System (JCS)*	Superior

*On Hold

JISC ITG Priorities by Status (Cont.)

Authorized (Cont.)			
Priority	**ITG#**	**Request Name**	**Requesting CLUG**
5	1372	Exhibit Management Software*	MCLUG
6	1326	Online Interpreter Scheduling*	MCLUG
7	1357	Guardianship Monitoring and Tracking System (GMTS)*	Superior
Completed			
Priority	**ITG#**	**Request Name**	**Requesting CLUG**

*On Hold

Superior CLUG				
In Progress				
Priority	**ITG#**	**Request Name**	**Authority**	**Importance**
1	248	Washington State Juvenile Court Assessment (JCAT)	Administrator	High
Authorized				
Priority	**ITG#**	**Request Name**	**Authority**	**Importance**
2	270	Allow MH-JDAT data to be accessed through BIT from the Data Warehouse	CIO	High
3	1373	Replacement for Juvenile Corrections System (JCS)*	JISC	High
4	269	Installation of Clerks Edition for Franklin County Superior Court Clerks Office	CIO	Low

*On Hold

Superior CLUG (Cont.)

Authorized (Cont.)

Priority	ITG#	Request Name	Authority	Importance
5	1357	Guardianship Monitoring and Tracking System	JISC	Medium
6	1377	Add a 'convictions only' tab in JABS	CIO	Low

*On Hold

Courts of Limited Jurisdiction CLUG				
In Progress				
Priority	**ITG#**	**Request Name**	**Authority**	**Importance**
1	102	Courts of Limited Jurisdiction Case Management System	JISC	High
2	1345	Integration of OCourt Platform into CLJ-CMS*	CIO	High
3	256	Spokane Municipal Court CMS to EDR Data Exchange	Administrator	High

*On Hold

Appellate CLUG (Cont.)				
Authorized (Cont.)				
Priority	**ITG#**	**Request Name**	**Authority**	**Importance**
3	1353	Build New Supreme Court Case Document Web Page	CIO	Medium
Completed				
Priority	**ITG#**	**Request Name**	**Authority**	**Importance**
Multi-Court Level CLUG				
In Progress				
Priority	**ITG#**	**Request Name**	**Authority**	**Importance**
2	1326	Online Interpreter Scheduling	Administrator	Medium

*On Hold

Multi-Court Level CLUG

Authorized (Cont.)

Priority	ITG#	Request Name	Authority	Importance
1	1372	Exhibit Management Software*	JISC	High

Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates)

In Progress (Cont.)

Priority	ITG#	Request Name	Authority	Type
2	1340	Enterprise Integration Platform and External API	JISC	Maintenance
3	1388	MANDATE - Phase 2 - Protection Order Document Sharing for Judicial Officers Statewide	CIO	Mandate

*On Hold

Non-JIS CLUG

In Progress (Cont.)

Priority	ITG#	Request Name	Authority	Type
4	1393	DSHS Mental Competency Evaluation (True Blood) DX	CIO	Mandate
5	286	Statewide Reporting	Administrator	Maintenance
7	1361	Migrate to Office 365	Administrator	Maintenance
9	1375	Upgrade to .NET Core and add Azure Services to JIS-Link Web Application	CIO	Maintenance
10	1296	Superior Court Text Messaging and E-mail Notifications	CIO	Maintenance
12	1331	Judicial Contract Tracking System	CIO	Maintenance

*On Hold

Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates)

In Progress (Cont.)

Priority	ITG#	Request Name	Authority	Type
15	1350	Embarcadero IT Modeling System Replacement	CIO	Maintenance
16	1368	AOC Enterprise Azure DevOps Onboarding	CIO	Maintenance
14	1297	Implement re:Search Trial Court Case Information Access*	Administrator	New Program
1	1369	Juvenile Records to DOL Exchange	CIO	Mandate
17	1378	External Identity Provider (eIDP) Phase 2	CIO	Maintenance

*On Hold

Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates) (Cont.)

In Progress (Cont.)

Priority	ITG#	Request Name	Authority	Type
18	1379	MANDATE: Learning Management System Migration to SumTotal	CIO	Mandate
21	1387	DB2 V13 Upgrade	CIO	Maintenance
22	1397	Disaster Recovery Vendor Change	CIO	Mandate
28	1403	Migration of Public Facing eFiling Portal from ColdFusion to .NET	CIO	Mandate

*On Hold

Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates) (Cont.)

Authorized (Cont.)

Priority	ITG#	Request Name	Authority	Type
8	1332	JCS Platform Migration*	CIO	Maintenance
11	275	Odyssey to EDR*	CIO	Maintenance
13	1320	Public Case Search Modernization*	CIO	Maintenance
19	1370	Retire Assessments.com (Vant4ge) Servers*	CIO	Maintenance
20	1382	Web Services Modernization*	Administrator	Mandate

*On Hold

Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates) (Cont.)				
Authorized (Cont.)				
Priority	**ITG#**	**Request Name**	**Authority**	**Type**
23	1395	Pierce County Superior Court to EDR Integration	CIO	Mandate
24	1392	Lay Guardian Toolkit (LGTK) Page	CIO	New Program
25	1399	VINE Pilot with WASPC and Thurston Clerk	CIO	Mandate
26	1400	Magic XPA Upgrade 4.11.1	CIO	Mandate
27	1402	OnBase Product Upgrade to v25.1	CIO	Mandate
28	1390	WSCCR Webpage Redesign	CIO	New Program

*On Hold

Non-JIS CLUG (ISD Maintenance Work & Legislative Mandates) (Cont.)				
Completed				
Priority	**ITG#**	**Request Name**	**Authority**	**Importance**
5	1391	Migrate Blake Clerks Portal to eIdP Signins	CIO	Mandate
Closed				
Priority	**ITG#**	**Request Name**	**Authority**	**Importance**
7	276	Parking Tickets issued in SECTOR - Interim resolution	Administrator	Maintenance

*On Hold

ITG Request Progress

Awaiting Endorsement
1404 - Internal Legislative Tracking Tool

Awaiting Analysis
1321* - Send JCAT data to the Data Warehouse to Facilitate Reporting
1381- Laserfiche to Enterprise Justice Integration - Utilizing Integration Platform
1394 - Migrate JABS from EDR Producer to EDR Consumer Database
1396 - Integration of the Catalis (aka: NCourt) Payment System
1401 - Washington Pattern Jury Instructions Free Public Website

Awaiting Endorsement Confirmation

Awaiting CLUG Recommendation

*On Hold

ITG Request Progress (Cont.)

Awaiting Authorization
1380 - Integration of the Moli Interpreter Scheduling System with Enterprise Justice

Awaiting Scheduling
269 - Installation Of Clerks Edition For Franklin County Superior Court Clerks Office
270 - Allow MH-JDAT/MAISI data to be accessed through BIT from the Data Warehouse
275* - Odyssey to EDR
1320* - Online Interpreter Scheduling
1326* - Public Case Search Modernization
1332*-JCS Screen Modernization
1353 - Build New Supreme Court Web Page

Awaiting Scheduling (Cont.)
1357*– Guardianship Monitoring and Tracking
1370*- Retire Assessments.com (Vant4ge) Servers
1372* - Exhibit Management Software
1373* – Replace Juvenile and Corrections System (JCS)
1377 - Add a 'convictions only' tab in JABS
1382*- Web Services Modernization
1390 - WSCCR Webpage Redesign

Awaiting Scheduling (Cont.)
1392- Lay Guardian Toolkit (LGTK) Page
1395– Pierce County Superior Court to EDR Integration
1400- Magic XPA Upgrade 4.11.1
1402 - OnBase Product Upgrade to v25.1

*On Hold