ISD Transformation

JIS Baseline Service Level Work Group

Status Update Report to JISC

May 6th, 2011

WASHINGTON COURTS

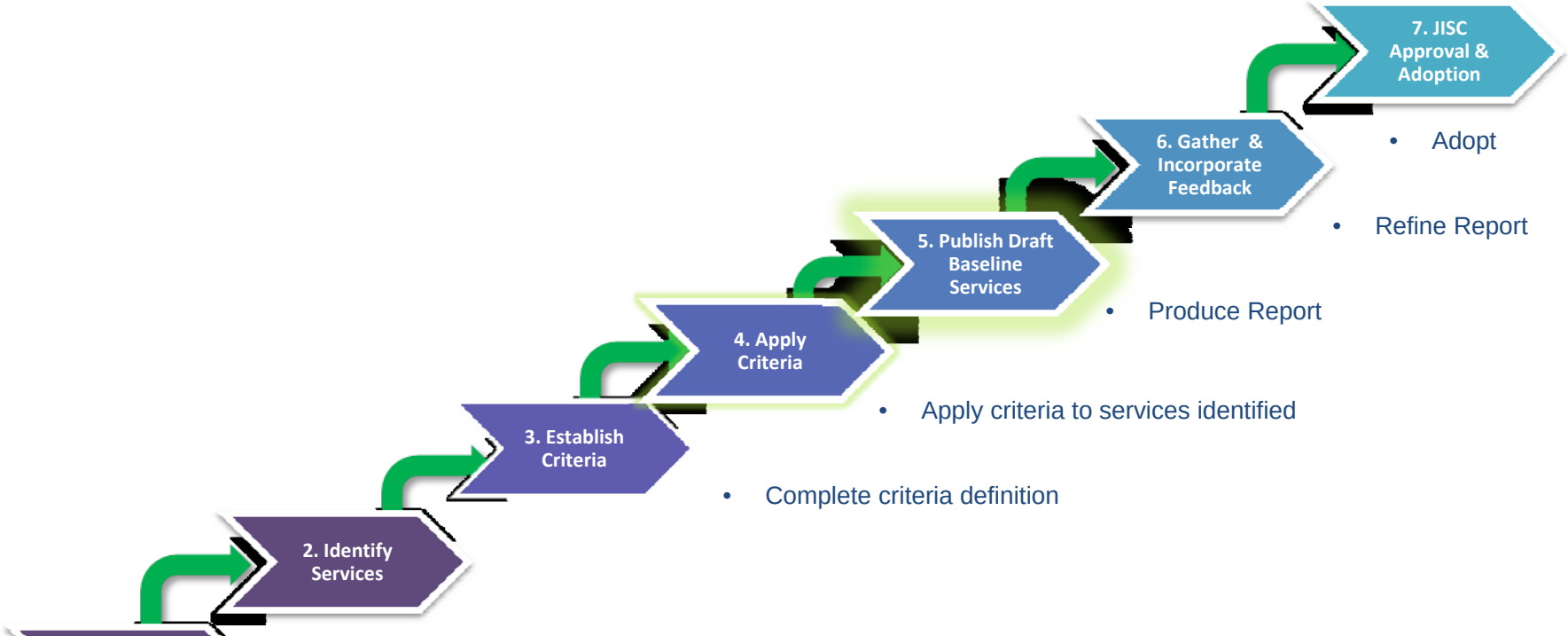
Workgroup Purpose

1. To determine which services (business functions) should be provided and funded centrally at the state level and made available to all courts vs. which services should be maintained and funded at a local level;
   and
2. To develop a set of criteria that will be used in the future to decide in which category new requests for services fall into.

Workgroup Participants

Larry Barker	Barb Miner
Linda Bell	AOC: Dirk Marler/ Jeff Hall Vonnie Diseth
William Holmes	
N.F. Jackson	
Rich Johnson	

Workgroup Process



- Scope
- Objectives

- AOC Provide Starter Set of Services and example criteria
- Workgroup Identifies Services Needed regardless of central or local provisioning

- Complete criteria definition

- Apply criteria to services identified

- Produce Report

- Refine Report

- Adopt

Status to Date

Step	Description	Date
1.	Created Plan and Development Process	Sept 2010
2.	Developed Scope, Objectives and Services Framework	Oct 2010
3.	Documented Business Functions and Services	Nov 2010
4.	Developed Initial Evaluation Criteria	Dec 2010
5.	Completed Criteria and Developed Questions	Jan 2011
6.	Developed and Validated Scoring Matrix	Feb 2011
7.	Draft Scoring and Analysis	Apr 2011

- **2 outcomes**
  - Identification of baseline services
  - Development of an objective process and evaluation tool for ongoing decision making

Reasons for Delay

- **The approach was refined**
  - From - a group forming and making a decisions based on subjective thinking
  - To – An analytical process to provide decision making tools

Reasons for Delay

- Underestimated the duration and effort to develop the criteria and scoring matrix
- The demand for AOC support resources is much higher than anticipated
- JISC Work Group time constraints

Plan Status

Step	Description	Date	Revised
1.	Complete Criteria Question and Scoring Values	Feb 2011	
2.	Mock Scoring and Scoring Matrix Refinement	March 2011	
3.	Workgroup Individual Scoring	March 2011	
4.	Scoring Consolidation and Analysis	March 2011	
5.	Baseline Services (Central/Local) Workgroup Voting	March 2011	April 2011
6.	Complete Draft Report	April 2011	May 2011
7	Workgroup Draft Report Review	April 2011	May 2011
8.	Publish Draft Report	April 2011	May 2011
9	Review and Comment	May 2011	June 2011
10	Final Report	June 2011	July 2011