Washington State Administrative Office of the Courts

ISD Transformation

ISD Monthly Status Report for the Judicial Information System Committee (JISC)

April 2011
(Reporting Period March 1st – March 31st 2011)

WASHINGTON COURTS
ADMINISTRATIVE OFFICE OF THE COURTS

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Background

In 2008, the Judicial Information System Committee (JISC) directed the Administrative Office of the Courts (AOC) to modernize and integrate the Judicial Information System. For the 2009-2011 biennium, the Legislature approved funds to fulfill that direction. The budget proviso stipulated that a portion of those funds was for the development of a comprehensive Information Technology (IT) strategy and detailed business and operational plan. This strategy included the development of a fully operational Project Management Office (PMO), the implementation of IT Governance, the establishment of an Enterprise Architecture (EA) Program, the implementation of a Master Data Management (MDM) solution, and a focus on Data Exchanges.

To plan the modernize-and-integrate strategy, AOC contracted with two industry leaders, Ernst & Young and Sierra Systems. The firms performed analysis of the current business problems, the organization's capability and maturity to successfully implement the modernization and integration strategy, and planned a detailed IT strategy to guide the modernization over the next several years.

Upon the completion of an IT strategy and business plan, AOC's Information Services Division (ISD) began implementation of a multi-year operational plan with the launch of five transformation initiatives in September 2009: Project Management Office (PMO), IT Portfolio Management (ITPM), Enterprise Architecture Management (EAM), Information Technology Governance (ITG), and Organizational Change Management (OCM).

In addition to the transformation initiatives, AOC ISD continues to work on other approved priorities including data exchanges, e-ticketing stabilization, equipment replacement, disaster recovery and on-going maintenance and operations of legacy systems.

JIS Transformation Plan Overview

April 2011

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

STATUS KEY ● = active/on track ▲ = Changes w/ Moderate impact ◆ = Significant rework/risk ⊖ = Not active ✔ = Completed

JIS Transformation Initiatives	Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
1. 0 Organizational Change Management - Phase I												
1.1 Develop Organizational Change Strategy	✔	Planned										
		Actual			✔							
1.2 Implement New Organization Structure	✔	Planned										
		Actual			✔							
2.0 Capability Improvement – Phase I												
2.1 Implement Change Management & Communications – CIO Directed Communications	●	Planned										
		Actual							✔			
2.2 Implement IT Governance (ITG)	✔	Planned										
		Actual					✔					
2.3 Implement Project Management Office (PMO)	✔	Planned										
		Actual						✔				
2.4 Implement IT Portfolio Management	✔	Planned										
		Actual						✔				
3.0 Capability Improvement – Phase II												
3.1 Implement Enterprise Architecture Management	✔	Planned										
		Actual				✔						
3.2 Implement Solution Management	●	Planned										
		Actual										
3.3 Implement Relationship Management	✔	Planned										
		Actual					✔					
3.4 Implement IT Service Management – change, configure, release	⊖	Planned										
		Actual										
Establish Governance Bodies (EGB)	▲	Planned										
		Actual										
4.0 Capability Improvement – Phase III												
4.1 Establish Vendor Management	⊖	Planned										
		Actual										
4.2 Mature Application Development Capability	⊖	Planned										
		Actual										
4.3 Establish Enterprise Security	⊖	Planned										
		Actual										
5.0 Capability Improvement – Phase IV												
5.1a Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management	▲	Planned										
		Actual										
5.1b Implement IT Service Management – Incident, Problem	⊖	Planned										
		Actual										
5.2 Implement Performance Reporting (formally Financial Management Reporting)	✔	Planned										
		Actual						✔				
6.0 Capability Improvement – Phase V												
6.1 Establish Custom Development Capabilities	⊖	Planned										
		Actual										
7.0 Master Data Management												
7.1 Develop Data Governance Model	✔	Planned										
		Actual							✔			
7.2 Implement Data Quality Program	●	Planned										
		Actual										

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

STATUS KEY ● = active/on track ▲ = Changes w/ Moderate impact ◆ = Significant rework/risk ⊖ = Not active ✔ = Completed

Initiatives JIS Transformation	Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
7.3 Develop Unified Data Model	✔	Planned										
		Actual							✔			
7.4a Implement MDM Tool – Ramp up & analysis	⊖	Planned										
		Actual										
7.5 Optimize Data Warehouse	⊖	Planned										
		Actual										
8.0 Migrate Data Exchanges												
8.1 Develop Migration Strategy	⊖	Planned										
		Actual										
8. 2 Develop File Based Exchanges	⊖	Planned										
		Actual										
8.3 Develop Transactional Transfers	⊖	Planned										
		Actual										
8.4 Migrate Exchanges Including JIS Link	⊖	Planned										
		Actual										
9.0 Migrate Web Sites												
9.1 Develop Migration Strategy	⊖	Planned										
		Actual										
9.2 Redirect Web Application Data Sources	⊖	Planned										
		Actual										
10.0 JIS Application Refresh												
10.1a Superior Court Case Management Feasibility Study	●	Planned										
		Actual										
10.2 Purchase, Configure and Deploy Superior Court Case Management	⊖	Planned										
		Actual										
11.0 Organization Change Management – Phase II												
11.1 Change Management in Support of JIS	⊖	Planned										
		Actual										
Other Projects & Activities												
12.1 Natural to COBOL Conversion	⊖	Planned										
		Actual										
12.2 Superior Court Data Exchange	●	Planned										
		Actual										
12.3 E-ticketing stabilization	✔	Planned										
		Actual						✔				
12.5 Conduct Market Study – Superior Courts	✔	Planned										
		Actual		✔								
12.6 Conduct Feasibility Study – Road to Toll Support	✔	Planned										
		Actual		✔								
12.8 Equipment Replacement – External	●	Planned										
		Actual										
12.8 Equipment Replacement – Internal	●	Planned										
		Actual										

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised or Planned

STATUS KEY ● = active/on track ▲ = Changes w/ Moderate impact ◆ = Significant rework/risk ⊖ = Not active ✔ = Completed

Initiatives JIS Transformation	Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
Other Projects and Activities												
ISD – Feasibility Workgroup – Superior Court Adult Risk Assessment	✔	Planned										
		Actual							✔			
ISD- Records Management (RMS)	◆	Planned										
		Actual										
ISD-Knowledge Management	⊖	Planned										
		Actual										
ISD-Capability & Maturity Model	●	Planned										
		Actual										
ISD-Compliance Monitoring	⊖	Planned										
		Actual										
ISD-Clarity Implementation	⊖	Planned										
		Actual										
Vehicle Related Violations (VRV)	▲	Planned										
		Actual										
ISD – Software Quality Assurance (SQA)	●	Planned										
		Actual										

Summary of Activities

Major Changes Since Last Report

This section provides a quick summary of initiatives or projects that have begun or been completed during the reporting period. This section also highlights any major changes to the status of an initiative, project, or ISD operational area or staffing that impacts the work, timeline, or budget.

Initiatives or Projects Started

- Establish Governance Bodies (EGB)

Initiatives or Projects Completed

- ✓ 7.1 Develop Data Governance Model
- ✓ 7.3 Implement Unified Data Model
- ✓ CIO Communications (this initiative was completed in January 2011 and is being reported as closed in this month's report).

Status Changes

- **3.2 Implement Solution Management**: The project has moved from "yellow" to a "green" status. The project schedule was extended to June 30th, to accomplish the project goals. To mitigate resourcing issues a (Sierra) contracted resource was brought on to augment the team.
- **7.2 Implement Data Quality Program:** The project has moved from "yellow" to a "green" status. Project scope has been re-revised and it is now on schedule.
- **Superior Court Data Exchange**: The project has moved from "yellow" to a "green" status. The project has a revised plan and is working on scheduled.
- **Superior Court Case Management Feasibility Study:** The project has moved from "yellow" to a "green" status. Project is green in scope, schedule and budget. Project Charter has been updated to document the project scope change at the start of the year and is out for signature.

Staffing Changes in ISD

- **Mike Keeling** is our new Operations Manager. He started with ISD on April 18th. Mike has worked for the State of Washington for almost 25 years. He graduated from Utah State University with a Computer Science degree. He began his career as a programmer with WSDOT. Then, managed small projects for Labor & Industries. And more recently, was the Deputy CIO for Fish and Wildlife. Mike is married (30 years) and has four grown children.
- **Dan Belles** is a new IT Project Manager in our Project Management Office. He started with ISD on April 18th. Dan was an IT Project Manager with the DOL for the past three years. Prior to that he was an IT Project Manager with WSP. He has knowledge and experience with the Statewide Electronic Collision and Ticket Online Reporting (SECTOR) system and the Justice Information Data Exchange (JINDEX). He is currently working on getting his Project Management Professional certification. Dan is married and has two grown children.
- **Wendy Loewen** is a new IT Project Manager in our Project Management Office. She is a certified Project Management Professional. Wendy has been working in ISD for the past seven months as a contracted Project Manager in the PMO. We are pleased to be moving her to permanent, state employment. Wendy has a strong background in both the municipal and private sectors and has worked for companies such as Boeing and Weyerhaeuser. She is an avid outdoor person and likes to spend time hiking, biking, skiing, and running.

Staff Recognitions

- **Vicky Marin**, one of our JIS Business Liaisons, received the following e-mail from Theresa Ewing; the Court Administrator for Bremerton Municipal Court who said that they think the **IT Governance Website** is great and very user-friendly. They love being able to see everything that's going on with ITG and not having to call us for status information. She commended us for taking the time to design the site well.

  " . . . . I just wanted to say "Thank you" to all involved in setting up the web access to IT governance lists. They are very user friendly and I was able to easily access the information that I was looking for. I cannot tell you how much I appreciate the efforts of your group to be pro-active with the user community and keep us informed."

- Vicky Marin also received the following comments from Mary Pederson on one of her court visits . . .

  "I would like the staff to know how much I appreciate all of their help. AOC staff is respectful and courteous even when I have a silly question. I have never had to wait and my telephone calls are received with friendless and willingness to help with whatever my question are. All in all AOC staff has always been polite and always available. Thank you AOC."

- **Heather Morford**, one of our JIS Business Liaisons, has received the following **general positive comments** from various customers on her court visits around the state:

  - We're amazed that AOC is sending you out to visit our courts. It makes us feel like AOC finally cares about us.

  - Several Court Clerks have commented that AOC is starting to earn back the trust of the Clerks and that it is showing that we're doing things differently.

  - Finally! There is some accountability and review to what gets put through ISD. We're so glad to hear about the new IT Governance process, for years we've thought there should be something like this where other court members get to weigh in on whether something is a good idea and we're glad to hear that the Codes Committee is part of it.

  - The Juvenile Detention Centers staff say they LOVE JCS compared to JUVIS (the old juvenile system).

  - We have no idea what we would do without our equipment replacements from AOC, it is vital to our existence.

  - BOXI is a "gold-mine" of information and we're so excited to have it.

  - **Charlotte Jensen** is amazing. Her work and her dedication to helping us never tires and we just think the world of her.

  - In reference to the ISD Monthly Reports . . . . "I appreciate all the information you provide us and I know it will help keep us all up to speed on the various projects going on."

  - **Tom Sampson** has been doing an incredible job recording everything that we've thrown at him and we're not an easy bunch to nail down. (In reference to the requirements gathering sessions for the Superior Court Management Feasibility Study).

  - "Agenda looks perfect. Minutes are accurate (well done, that)….You still rock, **Heather,** thank you" - Judge Dalton (in reference to the SCLUG meetings)

- **Ronee Parsons** received the following kudos from Ted Bailey of the Customer Service Unit of JSD.

  "I think it's great that you are charging on with the new release process. I see great improvements coming, and some already happening. Thanks for improving communications between the divisions, too.

- **Aaron House** has been recognized by several different people for the extra effort he is making and the great support he provides. With the current state of the VRV on-boarding pilot and the demands from the RMS project Aaron has been great at maintaining a cool head while keeping many balls in the air. He is very responsive to requests for assistance and provides a quick turn-around on tasks that he is assigned. Way to go, Aaron!
- **Virginia Neal** was recognized by Dave Ponzoha for her work on the Washington Appellate Court Portal provided to attorney's to file their cases. The portal has resulted in increased efficiency.

  ". . . this note is from one of the big Seattle providers and I've received dozens more very positive responses to the attorney portal. I just wanted you to know how much we appreciate your efforts in this regard and the significant impact it has had on case processing for both the courts and the bar. Thank you!"

- **Celeste Maris, Tech Project Lead, Charlotte Jensen, Lori Murphy, Maria Padukiewicz, Renee Lewis. JIS Accounting Codes Committee, Les Williams, Michael Sebastian, Ray Yost, A.J .Yates, Yun Bauer, Elia Zeller, Tim Anderson, and Kathie Smalley** were recognized for the effort they put in over the past year on the CLJ Emergency Zones Project, which resulted from the 2010 Legislature's amendment of RCW 46.61.212. (100331-000013). The bill amended the statutes relating to approaching stationary emergency vehicles, tow trucks, and police vehicles. Penalties for infractions are now doubled when they occur within an emergency zone and may not be waived, reduced, or suspended. The team's work started in June 2010; the JIS changes were released in November 2010; and the code table data-driven logic "went live" on January 1, 2011. Finally, on April 1, 2011, the Washington State Patrol's grace period ended, and the WSP began full enforcement. The team invested 1,150 hours in making this project a success. Thank you for a job well done!
- **Kumar Yajamanam, Kate Kruller, Bill Burke, John Howe, Tom Sampson, and Eric Kruger** were recognized by Vonnie Diseth and Jeff Hall for a job well done on the presentations that were made and discussion that took place with the King County IT managers that came to AOC for a technical discussion. The team did a great job presenting the comprehensive strategy and plans that are in place for moving forward with our major initiatives of building the Enterprise Architecture, preparing for the CMS implementation, and allowing for Data Exchanges. In addition, they did a great job answering the questions that the King County folks had. It took a lot of work and coordination to pull it all together and we were very pleased with interaction. Nice job!
- Congratulations to **Kevin Ammons** who passed his last ITIL Intermediate exam with a score of 100% and received his certification in Release, Control and Validation.
- **Kevin Ammons** also received the following recognition regarding the ITIL Overview Training Session that he conducted for AOC staff.

  "I just wanted to comment on how well the ITIL Overview session was done yesterday. I was impressed with your teaching, communication and presentation skills. You obviously put a lot of time and effort into preparing the information for the class. I enjoyed it and learned a lot. Nicely done!

Completed JIS IT Requests in March 2011

Request ID: 019 – Display Judgments (Case Type 9) as Part of Original Case

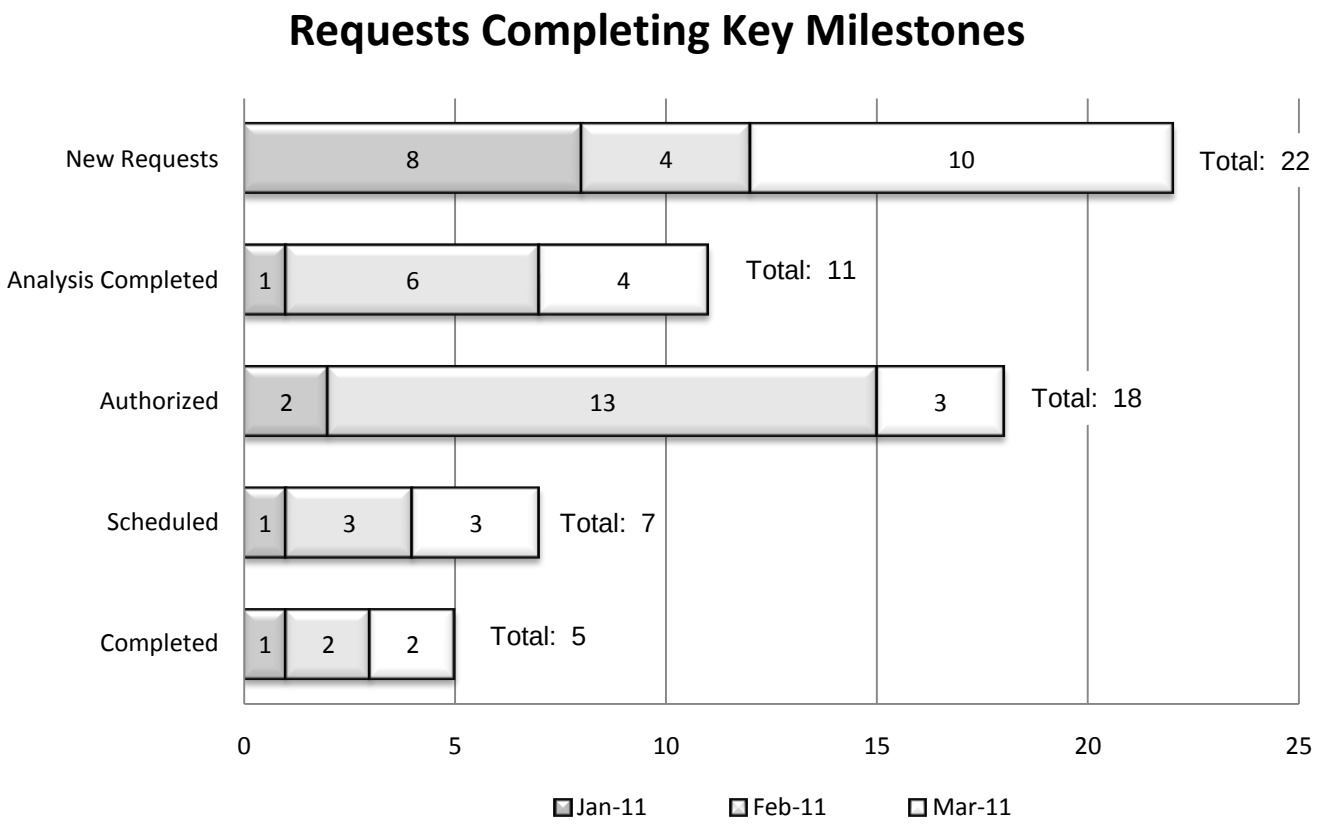
Description: Change the way SCOMIS case types 9s (judgments) are displayed on public case search by making these cases appear as a link under the original case. This was part of the Public Case Search Workgroup report adopted by the JISC.
CLUG: Superior Court **| Authorized By:** CIO
Schedule: Dec 1, 2010 – Jan 31, 2011
Final Delivery Date: **Mar 18, 2011**

Request ID: 023 – For TPSC To Make a Docket Entry

Description: Changes JIS so that more details of Time Pay agreements are recorded on the docket.

CLUG: CLJ **| Authorized By:** CIO
Schedule: Jan 5 – Mar 31, 2011
Final Delivery Date: **Mar 7, 2011**

Status Charts



Summary of Activities Thru March 2011

Transformation Initiative Summary

Initiative: 3.2 – Implement Solution Management	
Activities	***Impact/Value***
✓ Obtained additional project resource and completed a preliminary orientation	Rapid ramp-up of the new, full-time resource will deliver incremental project team capacity faster.

Initiative: Establish Governing Bodies (EGB)	
Activities	***Impact/Value***
✓ Conducting meetings with internal AOC staff and subject matter experts to help facilitate the draft Charter	Meetings will help deliver the project vision and scope statement in order to create a project charter.

Initiative: 5.1a – Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management	
Activities	***Impact/Value***
✓ Approved the Service Catalog (Del. 104) deliverable, consisting of the procedures for maintaining the Service Catalog.	It is important to maintain current and accurate information in the catalog. Out-of-date information will create subscriber and provider issues, and limit the catalog's value.
✓ Approved the Service Level Process and Report deliverable (Del. 1.06).	This document provides detailed processes and recommendations for establishing and maintaining the service delivery performance aspects of the ISD's services.
✓ Resumed work on the Enterprise Requirements Management work stream, completing the linkages between the various ISD functions and their role in Enterprise Requirements Management.	Identifying the stakeholders' roles and responsibilities in the management of requirements is key to completing a framework and identifying roles and responsibilities.

Initiative: 7.2 – Implement Data Quality Program	
Activities	***Impact/Value***
✓ Completed efforts to report on Data Quality through the use of a combination of tools.	Reports were reviewed and a workshop held to develop tolerable data quality thresholds (error tolerance) for case resolution data.
✓ IBM engaged to assist the AOC technical team to resolve IBM MDM Data Quality tool technical issues.	IBM is working with AOC technical team to resolve errors impeding the implementation and re-use of Information Analyzer.

Initiative: 7.3 – Implement Unified Data Model	
Activities	***Impact/Value***
✓ Start Review of Work Order for Unified Data Model Cycle 2.	Cycle 1 of the project is now closed.

Summary of Activities Thru March 2011

Transformation Initiative Summary

Initiative: ISD - Capability & Maturity Model (CMM)	
Activities	***Impact/Value***
✓ Continuing to develop an alternatives analysis for resourcing the project.	The analysis will let ISD know if outsourcing the CMM assessment activity is a viable option and assist capacity planning.

Approved JIS Projects Summary

Note that VRV Data Services and e-Ticketing Stabilization have moved from a development project into maintenance and therefore are not being reported under approved projects but are now reported under the ISD operational area; Standards & Policies.

JIS Project: Superior Court Data Exchange (SCDX)	
Activities	***Impact/Value***
✓ Released the Request for Qualifications and Quotes (RFQQ) for a National Information Exchange Model (NIEM) Information Exchange Package Documentation (IEPD) expert and completed the evaluation of Vendor responses.	This NIEM IEPD expert will provide the necessary technical skills for the AOC to develop the XML message formats between the Data Exchange and local Court systems. The AOC selected Soos Creek Consulting to provide this support. The IEPD expert is expected to join the project team on April 25 and will support the project until October 31.
✓ The team is continuing to work on the documentation requirements for completing the project. The team is continuing to work on the functional specifications for each of the (60) SCOMIS services and is also working on developing a system requirements document for the SCOMIS Data Exchange.	The amount of project documentation required drives both the project cost and schedule and is required for the RFP. Documentation templates have been defined for most Vendor document deliverables. These templates will be included in the RFP.
✓ Started modifying the SCOMIS Data Exchange RFP document to reflect current project scope.	Required to bring a contractor onboard to perform the Jagacy and BizTalk development.

JIS Project: Superior Court Management Feasibility Study (SCMFS)	
Activities	***Impact/Value***
✓ MTG Management Consulting (MTG) conducted an assessment of the Kitsap County Calendaring and Scheduling COTS package (CenterCourt by Lavere)	Understanding how vendor applications that are currently deployed in courts are working helps to inform the feasibility study outcome.
° The SCMFS project is primarily focusing on and scrutinizing a small percentage of the questions used during the RFI process and MTG is double-checking with vendors on some of their responses for clarification.	Ensuring that the information gathered as part of the feasibility process is validated with the vendors contributes to an objective outcome.
° Updated: SCMFS Charter language to clarify confirmed scope details.	Project initiation documents include the project charter, work plan, and schedule. These documents allow project progress to be more formally measured.
° King County OIRM Leadership met with AOC/ISD Leadership to exchange information on the SCMFS Project and AOC/ISD current and future technical architecture. AOC/ISD is working with King County hold another meeting in Olympia to exchange detailed technical information.	Having open communications to understand the courts needs and help the courts to understand the AOC transformation roadmap fosters collaborative work between AOC and the court community.

Maintenance Projects & Activities Summary

Note that VRV Data Services and e-Ticketing Stabilization have moved from a development project into maintenance and therefore are not being reported under approved projects but are now reported under the ISD operational area; Program Management & Quality Assurance.

Maintenance Project: Parking Module Enhancement – VRV Data Services	
Activities	***Impact/Value***
◦ The JINDEX RMS Implementation project schedule has stabilized with an anticipated VRV on-boarding to start in August 2011.	Mike Walsh is scheduled to meet with the tier 1 on-boarding partners (Kirkland, Issaquah, and Lakewood) to re-engage in the planning activities needed to integrate with JINDEX and the VRV data exchange. Tier 2 on-boarding partners (Tacoma, Fife, and Lynnwood) are tentatively planned for October 2011. .

Summary of Activities Thru March 2011

ISD Operational Area Summary

Area: Policy & Planning (Associate Director)	
Includes: Governance, IT Portfolio, Clarity support, Business Relationships, Performance Reporting, Vendor Management, Resource Management, Release Management and Organizational Change / Communications teams	
Activities	***Impact/Value***
DOL = Department of Licensing, ITG = Information Technology Governance, ITIL = Information Technology Infrastructure Library	
✓ Policy and Planning coordinated and conducted extensive ITIL training within the organization. This ranged from general information training provided by ISD Service Manager Kevin Ammons, ITIL expert. Ten (10) key ISD personnel received ITEL Foundation Certification in March.	This is an important developmental activity that supports the transformation effort. Information Technology Infrastructure Library (ITIL) is a comprehensive model for customer-oriented end-to-end management of the Information Technology Service Lifecycle. It is customer-centric, process-oriented, and delivers tangible benefits to business organizations.
✓ Visited over 10 CLJ courts.	Developing direct relationships with courts increases the ability of AOC to understand customer needs, helps customers understand what ISD does, and builds trust and opens lines of communication with customers.
✓ Met with and reported to court community groups on ISD activities:	Developing relationships with key members of customer group associations helps build the credibility of ISD, change perceptions and provides a way for AOC to be transparent and accountable to customers.

Area: Architecture & Strategy	
Includes: Enterprise Architecture, Solution Management & Business Analysts	
Activities	***Impact/Value***
(BA = Business Analyst, EA= Enterprise Architecture, SA= Solution Architect)	
✓ Completed requirements for ITG 39, 52 and 53	Research and development of requirements for developers and test teams.
✓ EA finalized the Baseline Services Scoring model and distributed to the Workgroup for scoring.	The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.
✓ BA and EA worked on Data Quality Initiative, analyzing criminal case resolution data and assisting in the development of data quality metrics and error thresholds.	Assessing and improving data quality in critical to the MDM initiatives and to the greater need for JIS data to be correct and accurate.
✓ SA participated in the development of a roadmap for support projects required to successfully implement the planed Superior Court Case Management System.	Successful implementation of the CMS requires that the Enterprise Architecture components are operational so that the new CMS can interoperate and share data with the existing JIS.
✓ SA participated in the finalization of ITG 45 appellate electronic filing (feasibility study).	The start of this project will help provide a clear path for the development of the appellate electronic filing system.

Summary of Activities Thru March 2011

ISD Operational Area Summary

Area: Infrastructure	
Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit	
Activities	***Impact/Value***
✓ Completed the Equipment Replacement for the Superior Courts and Courts of Limited Jurisdiction.	Replace aged (5 year old) equipment with new hardware and operating systems.
✓ Completed the Disaster Recovery test on March 18-19, 2011 with good results.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
✓ Issued Bid for a vendor to come in and Audit the JIS Disaster Recovery Program.	JIS Policy states the JIS Disaster Recovery Program will be audited every three years. This audit provides an outside view of how well the AOC is following the Policies and Procedures specified by the JISC when dealing with the Disaster Recovery Process.

Area: Data and Development	
Includes: Database Unit, Development Unit, Data Warehouse Unit	
Activities	***Impact/Value***
✓ Completed load of vehicle and e-ticketing information. Designed user interfaces and forwarded to testers for final testing. Planned implementation is April 2011.	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
✓ PACT: created proof of concept reports and prepared reports for demonstration at Juvenile Court Administrators conference in May. Completed design of user interface. Defined security requirements and process.	The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs.
✓ Accounting project: continued preparation work, including review of transactional tables required for input and review of specifications for required reports.	Adding accounting information to the data warehouse will provide: 1. Better tracking of accounting information 2. Budget and revenue forecasting 3. Audit and operational reports 4. Ability to answer inquiries from other agencies
✓ Respond to data dissemination requests, including detention information for the Governor's Juvenile Justice Advisory Committee, restoration of firearms rights for the New York Times, juvenile prostitution information for SharedHope International, and DUI information for Duke University.	Completing requests for information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.
✓ Completed six data base design review requests.	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
✓ Continue data quality initiative work: Completed work to determine acceptable levels of quality in the target data.	The data quality implementation will allow analysis on the quality of data, and present means for improving that quality. The immediate benefits will be seen around person and case management, making better data available to judges and administrators to support court decisions such as pre-trial bail/custody decisions.

Summary of Activities Thru March 2011

Area: Operations	
Includes: All applications; Web team, Java team, Legacy team and JCS team	
Activities	***Impact/Value***
✓ JCS - Implement a PACT History report in JCS.	Provides the data that the juvenile courts need to complete the Criminal History section of the Juvenile Risk Assessment tool.
✓ ETP – Modified the login screen to provide user friendly messages for users logging in with expired or invalid passwords	Usability improvement that provides users with specific information on what corrective action is needed to successfully log in to ETP.
✓ Conducted extensive ITIL training within the organization. This ranged from general information training up to certification for key members of the team.	Information Technology Infrastructure Library (ITIL), is a comprehensive model for customer-oriented end-to-end management of the Information Technology Service Lifecycle. It is customer-centric, process-oriented, and delivers tangible benefits to business organizations.
✓ ITG#19 Case Search – Judgment case display change.	The reduces confusion among the users of the public case search functionality; Moved to production March 18th

Area: Program Management and Quality Assurance	
Includes: Project Management Office (Projects are reported under project section) and the Quality Assurance and Test Group	
Activities	***Impact/Value***
✓ Finalized Software Quality Assurance (SQA) framework and policy.	The framework will define the model and role of Software Quality Assurance in ISD. This will assist program areas in documenting and defining repeatable processes throughout the development lifecycle.
✓ Continue multi-agency testing for the RMS e-ticketing project.	RMS will return case dispositions on electronically filed tickets to the local law enforcement agency's record management system.
✓ Began working with Court Education Services on user acceptance testing of the Right Now upgrade	
✓ Completed testing ITG requests: ◦ ITG Request #033 – Auto fill Date for BDK Screen ◦ ITG Request #053 - ACORDS Letter Modification	Value and impact of specific ITG requests can be found at https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home.

Detailed Status Reports

Status Update Key

	Green = Progressing as planned.
	Yellow = Changes with moderate impact.
	Red = Severe changes or significant re-work is necessary.

Transformation Initiative Status Reports

Initiative: 3.2 Implement Solution Management

JIS Operational Plan: Capability Improvement Phase II

Reporting Period 03-01-11 to 03-31-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Eric Wuolle. PMP
Business Area Manager: Kumar Yajamanam, Architecture & Strategy	**Consultant/Contracting Firm:** Sierra Systems Consulting Group

Description: This initiative will define a standard solution lifecycle that can be tailored to ISD-supplied applications and services, and develop processes to support product planning, requirements prioritization and conducting periodic environmental scans for related solutions and technologies; and define a Governance Model that describes the roles and responsibilities to guide solution management while establishing and documenting key interface points with IT Governance, IT Portfolio Management, Solution Management, Security, PMO, Vendor Management, Application Development and Enterprise Architecture.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☒	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru March 31, 2011)**	**Actual (thru March 31,2011)**
	$0	0

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

- A decision was made by ISD Management to extend the project schedule to 30-June, to accomplish the projet goals. It was also decided to mitigate resourcing issues by utillizing a (Sierra) contracted resource to augment the team. This resource has required the project budget forecast to be increased by approximately $ 90,000
- Finalizing of project deliverable scope is imminent, pending final analysis with the SQA project.

Progress

Project Phase	☐ Initiate	☐ Planning	☒ Execute	☐ Close

Schedule		
	Planned Start Date: 01-July, 2010	**Planned Completion Date:** June, 2011
	Actual Start Date: 14-October 2010	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Drafted the outline for the Solution Architecture portion of the framework. ✓ Obtained an additional project resource and completed a preliminary orientation. ✓ Confirmed the intersection points with the Solution Life Cycle definition.	✓ Assigned Solution Architect will be less available in future. ✓ Rapid ramp up of the new, full-time resource will deliver incremental project team capacity faster. ✓Avoiding overlap of deliverables across projects will make better use of the project teams' time and resources.

Activities Planned Next Reporting Period	Impact/Value
° Clean up the Solution Lifecycle Definition material for publication.	Another review cycle with the ISD practitioners will provide more refinement and usability of the material.
° Begin populating the Solution Architecture section of the Framework.	Availability of the assigned Solution Architect is diminishing due to other ISD priorities, requiring prompt capture of his subject matter knowledge.

Initiative: Establish Governing Bodies (EGB)

JIS Operational Plan: Capability Improvement Phase II

Reporting Period 03-01-11 to 03-31-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Michael Walsh
Business Area Manager: Bill Cogswell, Associate Director	**Contractor/Consultant:** n/a

Description: To improve overall organizational governance and to ensure changes made to ISD are aligned with business need and deliver value, new ISD internal governance structures need to be put into place. The ISD Transformation Model recommends two key governing bodies:

- A Strategic Change Board
- An Operational Change Board

These governing bodies will provide the necessary oversight of and input to the recommended strategies, policies, and processes that are being proposed as part of the ISD Transformation Initiatives.

Business Benefit: These governing bodies should provide input to the CIO to:

- approve policies;
- grant exceptions on an as needed basis;
- determine funding allocation;
- determine project and initiative priorities;
- monitor performance;
- monitor compliance with policies; and ensure accountability.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru March 31, 2011)**	**Actual (thru March 31, 2011)**
	(Staffed internally)	(Staffed internally)

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	●

Status Notes:

Progress

March- 05%

100%

Phase	X Initiate	☐ Planning	X Execute	☐ Close

Schedule		
	Planned Start Date: January 2011	**Planned Completion Date:** June 2011
	Actual Start Date: February 2011	**Actual Completion Date:**

Activities Completed	**Impact/Value**
✓ Conducting a series of meetings with internal AOC staff and subject matter experts.	These meetings will help deliver the project vision and scope statement in order to create a project charter
Activities Planned	**Impact/Value**
○ Draft Project Charter	Provides the authorization to the project Manger and commitment of the sponsor to proceed with the project.

Initiative: 5.1a Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management

JIS Operational Plan: Capability Improvement Phase IV

Reporting Period 03-01-11 to 03-31-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Eric Wuolle, PMP
Business Area Manager: Kumar Yajamanam, Architecture & Strategy	**Consultant/Contracting Firm:** Sierra Systems Consulting Group

Description: The Service Catalog portion of the initiative describes each of the IT services provided by AOC to its customers. The objective of the service catalog is to facilitate communication with AOC customers as the single source of information on all the IT services and the formal service levels associated with each of those services. The catalog includes a description of the service itself, the service level agreement for the service, descriptions of the authorized user and requestor roles, usage costs, and how the service is provided.

Business Benefit: The service catalog benefit is a single source for reference for the menu of IT services available for customers that are aligned with the strategic view for AOC and the enterprise business functions. It promotes improved relationships between ISD and its customers by ensuring that service levels are defined and services are managed against those. The service catalog guides all the strategic and operational work in the enterprise.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☒	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru March 31, 2011)**	**Actual (thru March 31, 2011)**
	$ 550,000	$ 73,383

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	●

Status Update:

Progress is on-track for an end of April completion, versus the original 31-March forecast. Deliverables are being rigorously reviewed by ISD staff and feedback used to finalize the content for ISD Management acceptance.

More detailed information on the schedule impact follows:

- The Service Catalog definition has been approved, approximately two months beyond the original plan. However, its content reflects the approach and scope requested by the Project Prime, which varied considerably from the original outline.

Progress

Project Phase	☐ Initiate	☐ Planning	☒ **Execute**	☐ Close

Schedule		
	Planned Start Date: July 2010	**Planned Completion Date:** April 2011
	Actual Start Date: September 2010	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Approved the Service Catalog (Del. 104) deliverable, consisting of the procedures for maintaining the Service Catalog.	It is important to maintain current and accurate information in the catalog. Out-of-date information will create subscriber and provider issues, and limit the catalog's value.

Activities Planned	Impact/Value
° Complete the Enterprise Requirements Management Framework, with sign-off.	Managing requirements as a corporate asset will promote higher and better use of requirements, improving delivery of solutions that satisfy those requirements.
° Complete the Service Catalog Deployment and Report (Del. 1.07).	This deliverable describes how to implement the Service Catalog. It includes a knowledge transfer to the Service Catalog Owner.

Initiative: 7.2 Implement Data Quality Program

JIS Operational Plan: Master Data Management

Reporting Period 03-01-11 to 03-31-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Wendy Loewen
Business Area Manager: Jennifer Creighton, Data & Development Manager	**Consultant/Contracting Firm:** Sierra Systems

Description: A Data Quality Program for AOC will ensure effective creation, maintenance and enrichment of data through defined processes, policies and standards throughout the data life cycle. A data quality program results in increased visibility of the quality and integrity of enterprise data.

Business Benefit: Data quality management is one component of an overall enterprise Data Management program. It will receive direction, policies and standards, and be subject to oversight from the Data Governance Body. The Data Quality Program must establish data quality requirements, monitor enterprise data quality, correct data quality defects, implement procedures to improve data quality and demonstrate to the Data Governance body how it is achieving its mandated objectives and providing a return on investment.

Business Drivers				
	Improve Decision Making X	Improve Information Access X	Improve Service or efficiency X	Manage Risks X
	Maintain the business X	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate X

JISC Approved Budget	**Allocated (thru March 31, 2011)**	**Actual (thru March 31, 2011)**
	$ 310,000	$85,000

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes: Project schedule is re-baselined based on completed and signed change order to extend the project completion

Progress	March - 55%	100%

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: October 2010	**Planned Completion Date:** May 2011
	Actual Start Date: October 2010	**Actual Completion**

Activities Completed	Impact/Value
✓ Completed efforts to report on Data Quality through the use of internal tools.	Reports were reviewed and a workshop held to develop tolerable data quality thresholds (error tolerance) for case resolution data.
✓ IBM engaged to assist the AOC technical team to resolve IBM MDM Data Quality tool technical issues.	IBM is working with AOC technical team to resolve errors impeding the implementation and re-use of Information Analyzer.

Activities Planned	Impact/Value
° Resolve technical issues with IBM MDM toolset and confirm change order to de-scope the data quality project.	While the tools are a requirement for the MDM strategy it is likely that a separate initiative is needed to implement the tools, obtain technical expertise and train resources.
° Workshops to be held to continue assessment of data.	Workshops will include development of a data quality management process, and a process for routinely invoking data quality processes to regularly cleanse data.
° Resolve technical issues with IBM MDM toolset and confirm change order to de-scope the data quality project.	While the tools are a requirement for the MDM strategy it is likely that a separate initiative is needed to implement the tools, obtain technical expertise and train resources.

Initiative: ISD – Capability & Maturity Model

JIS Operational Plan: Capability Improvement Phase II

Reporting Period 03-01-11 to 03-31-11

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Martin Kravik
Business Area Manager: Project Management & Quality Assurance Manager (open)	**Contractor/Consultant:** n/a

Description: Implement structured and repeatable processes for measuring the maturity level of ISD relative to the Software Engineering Institute Capability Maturity Model (CMM).

Business Benefit: The business benefits of implementing (CMM) are managed processes with a foundation for continuous process improvement based on metrics. Establishing these processes and measurements lead to improved employee satisfaction, the ability to set goals with realistic targets, fostering a proactive culture that uses disciplined processes and gives ISD the structure of fact-based decision making with predictable consistent processes.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency ☐	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru March 31, 2011)**	**Actual (thru March 31, 2011)**
	(Staffed internally)	(Staffed internally)

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes:

Progress

March- 10%

100%

Phase	X Initiate	☐ Planning	☐ Execute	☐ Close

Schedule		
	Planned Start Date: October 2010	**Planned Completion Date:** April 2012
	Actual Start Date: October 2010	**Actual Completion Date:**

Activities Completed	**Impact/Value**
✓ Continuing to develop an alternatives analysis for resourcing the project.	The analysis will let ISD know if outsourcing the CMM assessment activity is a viable option and assist capacity planning.

Activities Planned	**Impact/Value**
○ Finalize resource alternatives analysis and present to ISD leadership. Update project charter.	Will determine the best approach for resourcing the project.

Approved Project Status Reports

Approved Project Status Reports

Approved Project: Superior Court Data Exchange

Reporting Period 03-01-11 to 03-31-11

Executive Sponsor(s) Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Bill Burke
Business Manager: Project Management & Quality Assurance Mgr (open)	**Consultant/Contracting Firm:** TBD

Description: The Superior Court Data Exchange project will build and implement computer services and other infrastructure components to exchange data necessary for creation and maintenance of information in the Judicial Information System (JIS). The project will produce a consistent, defined set of standards and standard technology solutions for sharing data between Judicial Information System (JIS) applications supported by the AOC and its customers (Courts and Justice Partners) to eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and to reduce support costs by a common solution for sharing data.

Business Benefit: The Data Exchange will eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and reduce support costs through a common technical solution for sharing data. At the end of Phase I (Detailed Analysis and Design), AOC will have a complete list of business requirements driven by the customer groups and established a list of services based on these requirements. At the end of Phase II (Implementation), Superior Court data will be available for both query and updates using the nationally recognized NIEM standard and SOA.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access X	Improve Service or efficiency X	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability X	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru March 31, 2011)**	**Actual (thru March 31, 2011)**
	$1,600,000	$ 600,657

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes: A revised project plan was presented and approved by the JISC on January 21st.

Progress

Phase	☐ Initiate	X Planning	☐ Execute	☐ Close
Schedule	**Planned Start Date:** May 2009		**Planned Completion Date:** TBD	
	Actual Start Date: May 2009		**Actual Completion Date:** TBD	

Activities Completed	Impact/Value
✓ Released the Request for Qualifications and Quotes (RFQQ) for a National Information Exchange Model (NIEM) Information Exchange Package Documentation (IEPD) expert and completed the evaluation of Vendor responses.	This NIEM IEPD expert will provide the necessary technical skills for the AOC to develop the XML message formats between the Data Exchange and local Court systems. The AOC selected Soos Creek Consulting to provide this support. The IEPD expert is expected to join the project team on April 25 and will support the project until October 31.
✓ The team is continuing to work on the documentation requirements for completing the project. Documentation templates have been defined for most Vendor document deliverables. These templates will be included in the RFP. The team is continuing to work on the functional specifications for each of the (60) SCOMIS services and is also working on developing a system requirements document for the SCOMIS Data Exchange.	The amount of project documentation required drives both the project cost and schedule and is required for the RFP.

✓ Several IEPDs have been completed during the month which define the XML schemas and provide documentation for the web message formats. These IEPDs will need to be reviewed once the Soos Creek IEPD expert joins the project team.	IEPDs are required to define the XML schemas for the web message formats between the SCOMIS Data Exchange and local Court systems.
✓ Started modifying the SCOMIS Data Exchange RFP document to reflect current project scope.	Required to bring a contractor onboard to perform the Jagacy and BizTalk development.

Activities Planned	Impact/Value
° Continuing work on developing the (60) SCOMIS functional specifications that define the sequence of SCOMIS screens and screen actions for each SCOMIS service.	These specifications are needed to define the Jagacy development required to perform SCOMIS screen scraping.
° Complete the SCOMIS Data Exchange system requirements document.	Required to establish a well defined project scope.
° Continue working on the SCOMIS Data Exchange RFP document.	Required to bring a contractor onboard to perform the Jagacy and BizTalk development.

Approved Project: Superior Court Case Management Feasibility Study

Reporting Period 03-01-11 to 03-31-11

Executive Sponsor(s)	**IT Project Manager:**
Superior Court Judges Association (SCJA) *Judge Steve Warning, President of Association* Washington State Association of County Clerks (WSACC) *Kevin Stock, President of Association* Association of Washington Superior Court Administrators (AWSCA) *Delilah George, President of Association*	Kate Kruller, PMP **Consultant/Contracting Firm:** MTG (Management Technology Group) **Business Manager** Project Management & Quality Assurance Mgr (open)

Description: The Superior Court Case Flow & Calendaring Feasibility Study (SCMFS) is intended to provide the research and analysis needed to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and calendaring functions in support of judicial decision making and scheduling.

Business Benefits: A feasibility study of the available software vendors and how their products align with customer business needs will allow the courts and JISC to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and calendaring functions in support of judicial decision making and scheduling.

Business Drivers	Improve Decision Making	X	Improve Information Access	☐	Improve Service or efficiency	X	Manage Risks	☐
	Maintain the business	☐	Manage the costs	☐	Increase organizational capability	☐	Regulatory compliance or mandate	☐

JISC Approved Budget	**Allocated (thru March 31, 2011)**	**Actual (thru March 31, 2011)**
	$ 0.00 *(Note JISC approved $250,000)*	$ 0.00

Current Status	**Scope**	●	**Schedule**	●	**Budget**	●

Status Notes: Project is green in scope, schedule and budget. Project Charter has been updated to document the project scope change at the start of the year and is out for signature.

Progress

Project Phase	☐ Initiate	☐ Planning	X Execute	☐ Close

Schedule	**Planned Start Date:** April 2010	**Planned Completion Date:** June 2011
	Actual Start Date: June 2010	**Actual Completion Date:**

Activities Completed	Impact/Value
✓ Vendor MTG Management Consulting (MTG) conducted an assessment of the Kitsap County Calendaring and Scheduling COTS package(CenterCourt by Lavere).	Looking at products that are in use in the courts currently helps to inform the feasibility study research.
✓ MTG reworked the Project Work Plan and Project Schedule deliverables to update them according to the scope clarifications made at the start of the year.	The vendor deliverables are in alignment with the scope of the project as set forth by the Executive Sponsor Committee.
✓ The Gap Analysis will be reviewed at the next Executive Sponsor Committee (ESC) meeting.	Captures divergence of best-few alternatives from AOC requirements and the effort to bridge the gap.
✓ The SCMFS Project provided a website location to share project documentation with all stakeholders at http://inside.courts.wa.gov/index.cfm?fa=controller.showPage&folder=jis&file=jisProjects. The SCMFS FAQs document was finalized and published on the SCMFS Project website	Transparency into documents, methodology and decisions at every step of the project is made available through online documentation.

✓ King County OIRM Leadership met with AOC/ISD Leadership to exchange information on the SCMFS Project and AOC/ISD current and future technical architecture. AOC/ISD is working with King County hold another meeting in Olympia to exchange detailed technical information.	Open communications about individual court business needs and the roadmap for AOC enterprise architecture helps to facilitate collaboration and meeting the needs of the courts.
° AOC received a request from the Washington State Association of County Clerks (WSACC) to see if the SCMFS Project Feasibility Study Report can be presented at their association conference that is the same week as the JISC meeting	Providing communications to the stakeholder groups in a timely manner helps to facilitate understanding of the project.
Activities Planned	**Impact/Value**
° Complete Communication Plan	A communication plan identifies who and when communications about the feasibility study will be delivered.
° SCMFS Internal AOC Status Meeting to teleconference with Indiana AOC.	AOC sponsors are included in the project process, as well as project deliverables review and approval cycles. Full AOC Leadership team attending this meeting.
° Finalize Gap Analysis (Deliverable 5). ECD: Apr 15	Captures divergence of best-few alternatives from AOC requirements and the effort to bridge the gap.
° Finalize Migration Strategy (Deliverable 6). ° ECD: Apr 22	Provides logically sequenced implementation plan for best-few alternatives.

Maintenance Projects & Other Activities Status Reports

Maintenance Project Status Reports

Maintenance Project: Parking Module Enhancement –VRV Data Services

Reporting Period 03-01-11 to 03-31-11

Executive Sponsor Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Michael Walsh
Business Area Manager Project Management & Quality Assurance Mgr (open)	**Consultant/Contracting Firm:** N/A

Description: Vehicle Related Violations (VRV) was designed to automate the input and submittal of parking violations as received by local courts through local enforcement agencies (LEAs). The VRV website provides a service for jurisdictions to get access to the technical information and data needed for them to setup and build data exchanges for use on the jurisdictions side. The AOC has successfully implemented VRV DX solution with Everett Municipal Court and is now preparing to execute the final two planning steps required before making VRV broadly available statewide. The focus of this engagement between CodeSmart Inc. and AOC is to enable VRV Operational Readiness inclusive of performance tuning, infrastructure setup, and transition to ISD Operations for ongoing support and maintenance.

Business Benefit: The VRV Operational Readiness Project will prepare a solution for extended pilot use and eventual statewide implementation. The ongoing work will improve performance for the VRV pilot application with the goal of handling anticipated workload and transaction capacity, perform infrastructure cleanup and ensure optimal environment configuration for ongoing support and maintenance. The Customer Website for Data Services is ready for the extended pilot.

Business Drivers				
	Improve Decision Making ☐	Improve Information Access ☐	Improve Service or efficiency **X**	Manage Risks ☐
	Maintain the business ☐	Manage the costs ☐	Increase organizational capability ☐	Regulatory compliance or mandate ☐

JISC Approved Budget	**Allocated (thru March 31, 2011)**	**Actual (thru March 31, 2011)**
	$ 0.00	$ 0.00

Current Status	**Scope**	●	**Schedule**	▲	**Budget**	●

Status Notes: Delays to the JINDEX RMS Implementation project are affecting the start up of the VRV on-boarding of additional courts. JISC and the on-boarding partners (Issaquah, Kirkland, Lakewood, Fife, Tacoma, and Lynwood) have been notified of delays out to July 2011.
Current activities include transition support responsibilities to operations.

Progress

Project Phase	☐ Initiate	☐ Planning	☐ Execute	**X** Close

Schedule		
	Planned Start Date: March 2010	**Planned Completion Date:** April 2011
	Actual Start Date: March 2010	**Actual Completion Date:**

Activities Planned	Impact/Value
✓ Code sample revisions to VRV data exchange portal.	The code samples are revised to reflect the updates created for the RMS JINDEX upgrade project.
✓ Transition support responsibilities to operations/maintenance.	Move the VRV data exchange services to the organizations that are resourced to support and sustain the business process.
✓ Meeting with Kirkland, Issaquah, and Lakewood to assess their integration planning and readiness.	We assessed and prioritized the first courts to onboard following the RMS project over six months ago. Meet with these partners to verify order and readiness.

ISD Operational Area Status Reports

ISD Operational Area Reports

Operational Area: Associate Director Group (IT Policy and Planning)

Bill Cogswell, ISD Associate Director

Includes: Governance, IT Portfolio, Clarity support, Business Relationships, Performance Reporting, Vendor Management, Resource Management, Release Management and Organizational Change / Communications teams

Description: The Associate Director group is responsible for providing strategic level functions within ISD. AOC ISD Policy and Planning teams support ISD wide transition activities furthering the capabilities and maturities of the entire organization.

Activities Completed this Reporting Period	Impact/Value
DOL = Department of Licensing, ITG = Information Technology Governance , ITIL = Information Technology Infrastructure Library	
✓ Worked with AOC and DOL staff on issues with abstract of driving record. Communicated status to court community through associations. Working with JSD and ISD on communication to court community on the issues.	Demonstrating to court community AOC's commitment to resolving e-ticketing and driving record issues. Ensuring courts receive accurate and regular communication on the status of issues.
✓ Policy and Planning coordinated and conducted extensive ITIL training within the organization. This ranged from general information training provided by ISD Service Manager Kevin Ammons, ITIL expert. Ten (10) key ISD personnel received ITEL Foundation Certification in March.	This is an important developmental activity that supports the transformation effort. Information Technology Infrastructure Library (ITIL) is a comprehensive model for customer-oriented end-to-end management of the Information Technology Service Lifecycle. It is customer-centric, process-oriented, and delivers tangible benefits to business organizations.
✓ Met with and reported to court community groups on ISD activities: DMCJA and DMCMA.	Developing relationships with key members of customer group associations helps build the credibility of ISD and provides a forum to communicate ISD accomplishments.
✓ Visited over 10 CLJ courts.	Developing direct relationships with courts increases the ability of AOC to understand customer needs, helps customers understand what ISD does, and builds trust and opens lines of communication with customers.
✓ Continued facilitation and coordination with internal staff on the JISC Baseline Service Level Workgroup.	The work of the Baseline Service Level Workgroup is a key element of current and future planning for JIS IT investments.
✓ Assisted customers and IT governance groups with IT governance requests throughout the process.	Helping customers and IT governance groups with IT requests increases their comfort level and acceptance of the IT governance process.
✓ Supported JISC meeting and conducted pre-meeting briefings with members. Continued pre-JISC meeting planning.	Increased pre-JISC meeting planning efforts improve the quality of ISD presentation. Member briefings improve the efficiency of meetings.
✓ Participated in ISD initiatives to ensure customer perspective is included in the process.	Including business liaisons in initiative development ensures that the customer focus is maintained.
✓ Presented IT Governance Introduction to DMCMA Line Staff Conference	Opportunity to introduce front-line court staff with business liaison role and familiarize them with IT Governance.
✓ Worked with project managers on communication strategy and facilitated customer interaction on Vehicle Related Violations Pilot Project	Facilitates communication with customers and helps insure customers understand roles and next steps for the implementation.
✓ Service Manager acted on an opportunity to schedule another small JIS enhancement. Coordinated authorization and scheduling of high priority request.	Aligned ISD's work effort with customer priorities.
✓ Participate in three sessions to plan revised ISD roadmap for CMS.	Laying groundwork for efforts required for successful CMS implementation.
✓ Participated in work group working to get governance bodies initiatives under way.	Helped reach goal of defining vision for project and some deliverables.
✓ Completed 2nd draft of AOC applications portfolio	Visibility of Applications in the portfolio
✓ Published February Project Portfolio List	Visibility of IT project investments

✓ Published February Resource Utilization Plan	OCB Project/Resource Scheduling and resource management
✓ Published February ISD Performance Measures	Communicate ISD performance
✓ Presented ITPM to JISC and ISD all staff	Visibility of portfolio, communications, outreach
✓ Provided Portfolio & Resource information for CMS Roadmap Planning	Readiness planning for SC CMS
✓ Met with and reported to court community groups on ISD activities:	Developing relationships with key members of customer group associations helps build the credibility of ISD, change perceptions and provides a way for AOC to be transparent and accountable to customers.
✓ Continued with local court visits to Superior and CLJ Courts	Developing direct relationships with courts increases the ability of AOC to understand customer needs, helps customers understand what ISD does, and builds trust and opens lines of communication with customers.
✓ Coordinated IT Governance requests for Gender & Justice Commission and SCJA	Helping customers and IT governance groups with IT requests ensures that the requests meet their needs and include enough information to move smoothly through the IT Governance process
✓ Assisted AOC staff and customers with IT governance requests	Helping customers and IT governance groups with IT requests increases their comfort level and acceptance of the IT governance process.
✓ Completed ISD Reports	Providing information on what ISD is working on provides transparency, accountability and understanding in the court community.
✓ Participated in ISD initiatives and Superior Court projects to ensure customer perspective is included in the process.	Including business liaisons in discussions and process ensures a customer focus on projects and initiatives.
Activities Planned	**Impact/Value**
° Continue participation in key transformation projects.	Provide ITIL based view to better integrate diverse initiatives.
° Provide Resource & Portfolio information for CMS Roadmap Planning	Provides clarity on the CMS direction.
° Publish March AOC Project Portfolio List	Visibility of IT project investments
° Publish March Resource Utilization Plan	OCB Project/Resource Scheduling & resource management
° Publish March ISD Performance Measures	Communicate ISD performance
° Plan Infrastructure portfolio	Visibility of Infrastructure components in portfolio
° Participate on Clarity Implementation Project	Automate the ITPM capture, analysis & reporting processes
° Prepare recommendation for establishing Governing Bodies initiative	Clearly address the procedures for establishing policies and decision making within ISD
° Meet with and report on ISD activities to court community associations and stakeholder groups.	Developing relationships with key members of customer group associations helps build the credibility of ISD, change perceptions and provides a way for AOC to be transparent and accountable to customers
° Continue with local court visits	Developing direct relationships with courts increases the ability of AOC to understand customer needs, helps customers understand what ISD does, and builds trust and opens lines of communication with customers.

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Includes: Enterprise Architecture, Solutions Management & Relationship Management

Description: Architecture & Strategy is a group within ISD that is responsible for providing strategic technology guidance in support of all services provided by ISD. The functions provided by the group include enterprise architecture, solution management, service catalog development, vendor management, enterprise security and business continuity planning.

Activities Completed this Reporting Period	Impact/Value
✓ Completed requirements for ITG 39, 52 and 53	Research and development of requirements for developers and test teams
✓ Business Analysts reviewed and researched 2 proposed bills, attending scheduled meetings and provided estimated work effort	Provides time estimates for work on proposed bills
✓ BAs provide ongoing support for applications	Providing business knowledge to support current applications. Supports the technical team's development and maintenance of current applications
✓ Business Analysts and EA will continue work on SCFMS project including completion of the high level business process documents and associated high level business requirements.	Allows the team participants to review and provide feedback on the documented processes and requirements.
✓ BA and EA worked on Data Quality Initiative, analyzing criminal case resolution data and assisting in the development of data quality metrics and error thresholds.	Assessing and improving data quality in critical to the MDM initiatives and to the greater need for JIS data to be correct and accurate.
✓ BA added to the SCOMIS Data Exchange project team to support development and review of business capabilities and functional specifications.	Implementation of Data Exchange using web services and industry standard messaging that enable the sharing of data between the Superior Court Management Information System (SCOMIS) and local court information systems.
✓ BA documented Vehicle Related Violations (VRV) on-boarding swim lane process workflow, on-boarding steps and high level VRV automation data flow diagrams.	Used for discussions around determining the product owner for on-boarding more courts wanting to automate their current manual VRV process.
✓ EA finalized the Baseline Services Scoring model and distributed to the Workgroup for scoring.	The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.
✓ EA Participated in the request for Procurement (RFP) to select a vendor for the conversion of JIS code in the 'Natural' programming language to 'COBOL'.	The conversion will result in the reduction of technical diversity and provide an estimated cost savings of 1.3 million dollars (licensing fees and labor) over the expected lifespan of the existing JIS. The conversion will also allow for extreme cost and time to market reductions for integrating with the planned Statewide Data Repository (SDR)
✓ SA participated in the development of a roadmap for support projects required to successfully implement the planed Superior Court Case Management System.	Successful implementation of the CMS requires that the Enterprise Architecture components are operational so that the new CMS can interoperate and share data with the existing JIS.
✓ SA participated in the finalization of ITG 45 appellate electronic filing (feasibility study).	The start of this project will help provide a clear path for the development of the appellate electronic filing system.
✓ SA participated in the finalization of ITG 27 SMC AOC Data Exchange Solution.	The analysis of this request will provide the basis for this request to move forward in the ITG process. That will benefit the SMC in a reduction in defendant research times by not being required to enter data into two separate systems. And non-SMC courts a reduction in defendant research times by not being required to use two separate systems.

✓ SA continues to work on solution management initiative.	Once established will provide improved Delivery of ISD solutions.
Activities Planned for Next Reporting Period	**Impact/Value**
✓ Start work on ITG 45	Research and development of requirements for the developers and test teams.
✓ Continued support of applications by the Business Analysts	Collaboration with technical team to provide business knowledge in support of the ongoing application support
✓ Legislative review by Business Analysts will continue in April on an as needed basis.	Participate in the legislative bill review to provide time estimates for work on proposed bills
✓ By the end of April the GAP analysis for the SCMFS project is to be completed.	The gap analysis will identify those areas/features the court community what to see in a new system that are not currently supported in the existing system(s). This will feed the requirements documents that will be used to develop an RFP.
✓ BA participation on UDM initiative Cycle 2 activities	Creation of the UDM is crucial to the successful implementation of the Superior Court Case Management System and the full implementation of the Enterprise Architecture.
✓ BA will take IBM Rational Doors Administrator and Rational Composer Requirements training.	Set-up, administration, and use of Rational tools for enterprise use and enterprise requirements management.
✓ BA continued creation of Solution Management Life Cycle, Solution Architect and Solution Governance documents.	Define processes that facilitate close collaboration between the business analyst's, program managers, solution architect and the various functional areas.
✓ EA to publish the JIS Baseline Services report.	The draft report will be evaluated by stakeholders and feedback will be incorporated for the final report. The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process.
✓ SA work on ITG 45 appellate electronic filing (feasibility study).	A solution for the development of the appellate electronic filing system.
✓ Start work on ITG 45	Research and development of requirements for the developers and test teams.
✓ Continued support of applications by the Business Analysts	Collaboration with technical team to provide business knowledge in support of the ongoing application support
✓ Legislative review by Business Analysts will continue in April on an as needed basis.	Participate in the legislative bill review to provide time estimates for work on proposed bills

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit

Description: AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) applications, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services, and applications. The infrastructure team in ISD supports the servers (hardware and operating systems) that run all the necessary software applications. Although existing user systems are dated, the systems they run on are current and state of the art. Having a state of the art infrastructure and a team dedicated to maintaining it ensures that the courts and partners throughout Washington State have access to the JIS systems, the data is secure and that downtime for system users is minimized.

Activities Completed	Impact/Value
✓ Continue with Equipment Replacement for the Superior Courts and Courts of Limited Jurisdiction. Computer Contracts: All computer contracts have been delivered and entered into JCTS. 3 City level ITPPAs and 279 PRAs for 129 courts. Total amount reimbursed is $1,082,744.98. **This is completed**. Impact Printers T2380 242 printers to be installed 242 printers have been installed and old printers recycled 0 printers remaining to be installed. **This is completed.** Receipt Printers T88V 194 printers to be installed 194 printers have been installed 0 printers remaining to be installed. **This is completed.** Line Printers 7 printers to be installed 0 printers have been installed 1 printer has been delivered (Thurston D). 7 printers remaining to be installed. **This is completed.** The Entire Activity has been completed	Replace aged (5 year old) equipment with new hardware and operating systems.
✓ Replaced batteries in the APC UPS systems which were due for replacement. **This is completed.**	The UPS system is part of our disaster recovery plan and allows for us to recover for localized power outages without impacting the datacenter.
✓ Disaster Recovery: Completed the March 18-19, 2011 disaster recovery test with good results. **This is completed.**	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
° Completed work on upgrading the COA mail servers to Exchange 2007. This included replacing the aged hardware and upgrading the server to the new operating systems and Exchange Software. **This is completed.**	Existing e-mail servers at the Court of Appeals are over 6 years old, causing maintenance and operational concerns.
✓ Issued Bid for a vendor to come in and Audit the JIS Disaster Recovery Program.	JIS Policy states the JIS Disaster Recovery Program will be audited every three years. This audit provides an outside view of how well the AOC is following the Policies and Procedures specified by the JISC when dealing with the Disaster Recovery Process.
✓ Continue with Equipment Replacement for the Superior Courts and Courts of Limited Jurisdiction. Computer Contracts: All computer contracts have been delivered and entered into JCTS. 3 City level ITPPAs and 279 PRAs for 129 courts. Total amount reimbursed is $1,082,744.98. **This is completed**. Impact Printers T2380 242 printers to be installed 242 printers have been installed and old printers recycled 0 printers remaining to be installed. **This is completed.**	Replace aged (5 year old) equipment with new hardware and operating systems.

Receipt Printers T88V 194 printers to be installed 194 printers have been installed 0 printers remaining to be installed. **This is completed.** Line Printers 7 printers to be installed 0 printers have been installed 1 printer has been delivered (Thurston D). 7 printers remaining to be installed. **This is completed.** The Entire Activity has been completed	
Activities Planned	**Impact/Value**
° Continue with Equipment Replacement for the JRS Equipment.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Continue working on Equipment Replacement for the Court of Appeals and Supreme Court. Computers ordered all sites. Still waiting for the computers to arrive. Need to place Printer Orders when models are determined.	Replace aged (5 year old) equipment with new hardware and operating systems.
° Start preparation work for the upcoming disaster recovery test which is schedule for September 16-18.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
° Install SMON Network Backbone which improves the network connection with Department of Information Services. Anticipate DIS will complete their work in June.	Improves the Network Backbone with DIS. Improves our Network Speeds from 100megabytes per second to 1Gigabyte per second. Also provides for a redundant path to DIS in the event one path fails.
° Award Disaster Recovery Audit to a vendor and have them start work.	JIS Policy states the JIS Disaster Recovery Program will be audited every three years. This audit provides an outside view of how well the AOC is following the Policies and Procedures specified by the JISC when dealing with the Disaster Recovery Process.
° Replace/upgrade Virus Protection software with Sophos anti-Virus Prevention.	Antivirus or anti-virus software is used to prevent, detect, and remove malware, including but not limited to computer viruses, computer worm, trojan horses, spyware and adware. This software is installed on all AOC, TOJ, and COA computers and servers.
° DB2 v10 Upgrade	Staying current on software is a vital part of our system availability. DB2 v9 (our current version) goes out of support next year, so we need to migrate to the current versions and stay current with maintenance. Planned production date is Winter of 2011.

Operational Area: Data & Development

Jennifer Creighton, Data Management Manager

Includes: Database Unit, Development Unit, Data Warehouse Unit

Description: *The Data Management Section is comprised of three separate units:*

Data Warehouse Unit: The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.

Development Unit: The development team is tasked with staffing active projects. They complete requirements analysis, coding, unit testing, and implementation to production of new applications. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.

Database Unit: The database unit provides a support role to the data warehouse team, the development team, and the operations section (legacy maintenance). They are responsible for reviewing and approving the design of underlying table structures, creating indices to improve performance, maintaining data dictionaries, providing review of proposed changes and additions to the database tables, and creating standards for the creation and maintenance of the databases.

Data Management Team: The data management team is comprised of individuals from each of the three units in the Data Management section. They have the responsibility of managing data from an enterprise perspective, including data quality and tracking compliance to data policies. Their activities are reported separately rather than repeating the work for each specific unit.

Activities Completed	Impact/Value
Data Warehouse Unit	
✓ Completed load of vehicle and e-ticketing information. Designed user interfaces and forwarded to testers for final testing. Planned implementation is April 2011.	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
✓ PACT: created proof of concept reports and prepared reports for demonstration at Juvenile Court Administrators conference in May. Completed design of user interface. Defined security requirements and process.	The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs.
✓ Maintenance activities included: first steps in upgrading Informatica, the software which is used to extract data from the transactional databases and place it in the data warehouse.	Continual maintenance of the data warehouse improves response times, increases functionality of the warehouse, maintains the integrity of the data, and ensures the latest versions of related software are implemented.
✓ Accounting project: continued preparation work, including review of transactional tables required for input and review of specifications for required reports.	Adding accounting information to the data warehouse will provide: 1. Better tracking of accounting information 2. Budget and revenue forecasting 3. Audit and operational reports 4. Ability to answer inquiries from other agencies
✓ Respond to data dissemination requests, including detention information for the Governor's Juvenile Justice Advisory Committee, restoration of firearms rights for the New York Times, juvenile prostitution information for SharedHope International, and DUI information for Duke University.	Completing requests for information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.
Database Unit	
✓ Completed six data base design review requests.	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
✓ Coordinated implementation and testing of upgrade to newest version of ER Studio.	ER Studio is the software used to maintain the data dictionary and entity relationship diagrams, and helps to evaluate data base design requests.

Data Management Team	
✓ Continue data quality initiative work: ▪ Completed work to determine acceptable levels of quality in the target data.	The data quality implementation will allow analysis on the quality of data, and present means for improving that quality. The immediate benefits will be seen around person and case management, making better data available to judges and administrators to support court decisions such as pre-trial bail/custody decisions.
✓ Continue work on the unified data model.	Creating a unified data model will allow the structure of the business data to be uncoupled from the physical implementation of the data, which promotes effective data management as business needs evolve.
Activities Planned	**Impact/Value**
Data Warehouse Unit	
° Implement vehicle and e-ticketing information in the CLJ datamart.	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
° PACT: complete presentation for May Juvenile Court Administrators conference. Receive data from PACT vendor.	The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs.
° Maintenance activities.	Continual maintenance of the data warehouse improves response times, increases functionality of the warehouse, maintains the integrity of the data, and ensures the latest versions of related software are implemented.
° Continue accounting prep work as time allows.	Adding accounting information to the data warehouse will provide: 1. Better tracking of accounting information 2. Budget and revenue forecasting 3. Audit and operational reports 4. Ability to answer inquiries from other agencies
° Respond to data dissemination requests.	Completing requests for information assists the courts in being more efficient in their work, aids research into a variety of issues by WSCCR and outside research organizations, provides information to the legislature in their work to craft bills, and provides the courts and AOC with information regarding the efficiency and effectiveness of the judicial process.
Database Unit	
° Support data base design review requests.	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
Data Management Team	
° Continue data quality initiative work: ° Create communications plan.	The data quality implementation will allow analysis on the quality of data, and present means for improving that quality. The immediate benefits will be seen around person and case management, making better data available to judges and administrators to support court decisions such as pre-trial bail/custody decisions.
° Continue work on the unified data model.	Creating a unified data model will allow the structure of the business data to be uncoupled from the physical implementation of the data, which promotes effective data management as business needs evolve.
Data Warehouse Unit	
° Implement vehicle and e-ticketing information in the CLJ datamart.	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
° PACT: complete presentation for May Juvenile Court Administrators conference. Receive data from PACT vendor.	The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real

	time queries on this data allowing them to better understand the needs of the youth they serve, more efficiently determine where to allocate resources, and continue to provide the most effective evidence based programs.
✓ Maintenance activities.	Continual maintenance of the data warehouse improves response times, increases functionality of the warehouse, maintains the integrity of the data, and ensures the latest versions of related software are implemented.

Operational Area: Operations

Bill Cogswell, Operations Manager

Includes: All application units; Web team, Java team, Legacy team, Juvenile & Corrections System team along with Service Delivery Management and Portfolio Management.

Description: AOC ISD Operation's teams support new projects and the ongoing maintenance of legacy systems including the Judicial Information System (JIS) application, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services.

Activities Completed	Impact/Value
Applications	
JCS = Juvenile and Corrections System, ETP = Electronic Ticketing Program, ITG = Information Technology Governance, ITIL = Information Technology Infrastructure Library	
✓ JCS - Improved reporting of phone numbers on history reports to include all possible types of phone numbers.	Provides the flexibility for courts to handle the ever expanding usage of different types of phone numbers.
✓ JCS - Implement a PACT History report in JCS.	Provides the data that the juvenile courts need to complete the Criminal History section of the Juvenile Risk Assessment tool.
✓ JCS – Added 13 new schools to JIS for use as referring agencies in JCS.	Allows courts to document the source of referrals for juvenile truancy issues.
✓ ETP – Modified the login screen to provide user friendly messages for users logging in with expired or invalid passwords	Usability improvement that provides users with specific information on what corrective action is needed to successfully log in to ETP.
✓ ETP – Modified the person screen to handle changes to the person name similar to the corresponding process in JIS.	Provides the same functionality and process flow in ETP that already exists in JIS.
✓ Worked 168 Right Now Incidents	Each Right Now incident represents a request from a customer either internal or external; therefore 168 customer requests were attended to in the month.
✓ New condition of sentence type code, SOM (Stay on Medication).	This new code makes it easier for court users to track conditions imposed by the judicial system.
✓ ITG 23 - Time Pay screen now creates two lines of docket text regarding cases scheduled on Time Pay. The first docket continues to note that the case is scheduled on Time Payment and includes the total amount due on the Time Payment agreement. The second line contains the first payment due date, the payment amount due, payment frequency and the total number of payments due per the Time Payment agreement scheduled	This change makes it easier for court users to track time pay agreements.
✓ Conducted extensive ITIL training within the organization. This ranged from general information training up to certification for key members of the team.	Information Technology Infrastructure Library (ITIL), is a comprehensive model for customer-oriented end-to-end management of the Information Technology Service Lifecycle. It is customer-centric, process-oriented, and delivers tangible benefits to business organizations.
✓ Resolved an accounting out-of-balance problem at Mount Vernon Municipal court.	The court had been unable to balance since 2009, this work allowed the court's Ledger Summary Balance will be in sync with their checkbook balance.
✓ Completed project closure tasks for 2010-2464 Emergency Zones legislation, for which WSP began full enforcement starting on 04/01/2011.	Implemented legislative mandate.
✓ ITG#19 Case Search – Judgment case display change.	The reduces confusion among the users of the public case search functionality; Moved to production March 18th
Activities Planned	**Impact/Value**
° RightNow Upgrade: Modify existing process to utilize a new method for creating incidents. The current method provide by RightNow is outdated.	Continues the ability for RightNow incident creation via web based activities (e.g., user security changes by court managers).

° Revise AOC DOL Collaboration Site	Improves the reliability and readability of the existing collaboration site. Allows for group appropriate data filtering. Adds new reporting data elements.
° Create CAPS Calendar in Word	Allows the court (Yakima) to produce calendars in a Word format. This is need so the court can integrate with local software. Awaiting court feedback. This is a “soft” timeline.
° JCS – Prioritize juvenile contact information on JCS reports.	Implements new business rules to control what contact information will be displayed for juveniles with multiple types of contact.
° JCS – Implement a spreadsheet download capability for the Juveniles Due for Review report.	Will allow the courts to export planned juvenile events into their local scheduling systems.
° ACORDS – Improve data transfers to Appellate Court s, add email addresses for attorneys, and modify letters produced in ACORDS to include email addresses.	Implements ITG Request # 52 and 53. Will facilitate electronic communication within the Appellate Court system.
° JABS – Enhance security by implementing the same user id and password rules as JIS.	Will ensure that JABs users are in compliance with AOC security protocols.
° ITG 33: To Auto fill the date on the Batch Docket Screen	Saves time for the users.
° Disable docket code EDRHRG	Supports data quality of statewide and county-level dependency-timeliness reports that are required by the legislature.
° ITG#6.	Governance approved project to rewrite all Interpreters information from OASYS to a SQL database server, as well as building them an application for record maintenance.

Operational Area: Project Management & Quality Assurance:

Project Management & Quality Assurance Manager (Open)

Includes: Project Management Office, Software Quality Assurance

Description: Project Management & Quality Assurance is comprised of the Project Management Office (PMO) and the Software Quality Assurance (SQA).

Project Management Office: The PMO provides oversight on all ISD projects. Oversight includes reviewing and approving feasibility of projects, creating and maintaining project plans (schedule, issues, and risks), and managing projects from inception to implementation. Through the use of a standard project management methodology, the PMO adds critical value that improves the probability of project success. Work performed by the PMO is reported separately under the project(s) to which the staff is currently assigned.

Software Quality Assurance: SQA consists of a means of monitoring the software engineering processes and methods used to ensure quality. This encompasses the entire software development process and product integration. SQA is organized into goals, commitments, abilities, activities, measurements, and verification.

The Testing Group is part of Quality Assurance and is responsible for ensuring a testing process is followed on all development efforts, including projects, defect correction, and application enhancements. All testing, test cases, and test scenarios created, test results, and defect work is documented, tracked, monitored, and prioritized. Tester involvement is critical for upholding quality control standards throughout all phases of testing.

Activities Completed	Impact/Value
Test Team	
✓ Continue multi-agency testing for the RMS e-ticketing project.	RMS will return case dispositions on electronically filed tickets to the local law enforcement agency's record management system.
✓ Began working with Court Education Services on user acceptance testing of the Right Now upgrade	Testing increases reliability identifies potential problems and improves service delivery.
✓ Completed testing ITG requests: ✓ ITG Request #033 – Auto fill Date for BDK Screen - ITG Request #053 - ACORDS Letter Modification	Value and impact of specific ITG requests can be found at https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home.
✓ Working with the Superior Court Management Feasibility Study (SCMFS) team to understand requirements and develop use cases for testing.	SCMFS will determine the availability of court applications in the market place.
✓ Completed testing modifications for JABS release 4.7.	Testing increases reliability identifies potential problems and improves service delivery.
✓ Completed testing modifications for JCS release 122 and 123.	Testing increases reliability identifies potential problems and improves service delivery.
✓ Completed testing updates to SECTOR build 1.9.7.9	SECTOR and e-Citation allows law enforcement agencies to write and submit tickets electronically.
✓ Completed the test plan for the Biztalk 2010 upgrade. Begin testing.	The Biztalk upgrade will support data exchanges.
Quality Assurance	
✓ Finalized Software Quality Assurance (SQA) framework and policy.	The framework will define the model and role of Software Quality Assurance in ISD. This will assist program areas in documenting and defining repeatable processes throughout the development lifecycle.

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