



## JUDICIAL INFORMATION SYSTEM COMMITTEE (JISC)

**FRIDAY, MAY 6, 2011 9:00 A.M. – 3:00 P.M.**

**CALL IN NUMBER** 360-704-4103 (NO PIN REQUIRED)

**SEATAC FACILITY**, 18000 PACIFIC HIGHWAY SOUTH, SUITE 1106, SEATTLE, WA 98188

LUNCH WILL BE PROVIDED

1.	<b>Call to Order</b> <b>Introductions</b> <b>Approval of Minutes</b>	<b>Justice Mary Fairhurst</b>	<b>9:00 – 9:05</b>	<b>Tab 1</b>
2.	<b>New Staff Introductions</b>	<b>Ms. Vonnie Diseth</b>	<b>9:05 – 9:10</b>	
3.	<b>2009-2011 Budget Status Report</b> <b>Quarterly Reports (4)</b> <b>Supplemental Budget</b> <b>Decision Packages</b>	<b>Mr. Ramsey Radwan</b>	<b>9:10 – 10:20</b>	<b>Tab 2</b>
4.	<b>2011/2013 Budget Update</b>	<b>Mr. Jeff Hall</b>	<b>10:20 – 10:50</b>	
	<b>Break</b>		<b>10:50 – 11:00</b>	
5.	<b>IT Governance</b> A. New ITG Requests B. ITG Request Status Report & Update	<b>Mr. Kevin Ammons</b> IT Svc Delivery Coord.	<b>11:00 – 12:00</b>	<b>Tab 3</b>
	<b>Working Lunch</b>		<b>12:00 – 12:20</b>	
6.	<b>Priority Project Status Updates</b> A. Vehicle-Related Violations Data Exchange B. Superior Court Data Exchange C. Superior Court Management Feasibility Study Deliverables: • Gap Analysis • Migration Plan • Integration Evaluation	<b>Mr. Mike Walsh, PM</b> <b>Mr. Bill Burke, PM</b> <b>Ms. Kate Kruller, PM</b>	<b>12:20 – 1:50</b>	<b>Tab 4</b>
7.	<b>Spokane Municipal request for JISC approval for local CMS purchase</b> A. Rule 13	<b>Mr. Jeff Hall</b> <b>Ms. Vonnie Diseth</b>	<b>1:50 – 2:30</b>	<b>Tab 5</b>
8.	<b>Committee Reports</b> Data Management Steering Committee Data Dissemination Committee	<b>Mr. Rich Johnson</b> <b>Judge Thomas Wynne</b>	<b>2:30 – 2:45</b>	
9.	<b>JISC Baseline Service Level Workgroup – Status Update</b>	<b>Mr. Kumar Yajamanam</b>	<b>2:45 – 3:00</b>	<b>Tab 6</b>
10.	<b>Informational Materials</b> A. ISD Monthly Report B. Superior Court Mgmt Feasibility Study Charter			<b>Tab 7</b>

## Future Meetings:

### **June 24, 2011**

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- ISD Priority Project Reports
- IT Governance Requests

### **August 5**

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- ISD Priority Project Reports
- IT Governance Requests

### **October 7**

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- ISD Priority Project Reports
- IT Governance Requests
- IT Governance Policy for Supreme Court and COA Requests

### **December 2**

9:00 a.m. – 3:00 p.m. AOC SeaTac Facility

- Budget Status Report
- ISD Priority Project Reports
- IT Governance Requests

## JUDICIAL INFORMATION SYSTEM COMMITTEE

March 04, 2011  
9:00 a.m. to 3:00 p.m.  
AOC Office, SeaTac, WA

### Draft - Minutes

#### Members Present:

Justice Mary Fairhurst, Chair  
Mr. Larry Barker  
Chief Robert Berg  
Ms. Linda Bell  
Mr. Jeff Hall  
Judge James Heller  
Mr. William Holmes  
Mr. N. F. Jackson  
Mr. Rich Johnson  
Mr. Marc Lampson  
Judge J. Robert Leach  
Mr. Steward Menefee  
Ms. Barb Miner  
Judge Steven Rosen  
Judge Michael Trickey  
Ms. Yolande Williams  
Judge Thomas J. Wynne

#### Members Absent:

None

#### Guests Present:

Mr. Shayne Boyd  
Mr. Gary Egner  
Ms. Cynthia Marr  
Ms. Marti Maxwell  
Mr. Jake Taylor  
Ms. Aimee Vance  
Mr. Joe Wheeler

#### Staff Present:

Mr. Kevin Ammons  
Mr. Bill Burke  
Mr. Bill Cogswell  
Ms. Jennifer Creighton  
Ms. Vonnie Diseth  
Mr. Martin Kravik  
Ms. Kate Kruller  
Ms. Vicky Marin  
Ms. Heather Morford  
Ms. Pam Payne  
Mr. Ramsey Radwan  
Mr. Mike Walsh  
Mr. Kumar Yajamanam

### Call to Order

Justice Fairhurst called the meeting to order at 9:05 a.m. and introductions were made.

1. January 21, 2010 Meeting Minutes
2. February 18, 2011 Meeting Minutes

Justice Fairhurst asked if there were any changes to the two sets of minutes; 1 from the regular January meeting and 2 the February special session. Hearing none the minutes were voted and deemed approved.

During the discussion of the IT Governance agenda item, it was determined that the prioritization was presented incorrectly in the February minutes. The minutes will be amended to reflect the corrected prioritization and the corrected documents will be posted with the meeting material.

### Budget Status Report

Mr. Ramsey Radwan presented the budget update. The amounts shown in the allocated column now reflect the re-baseline exercise that was done by Ms. Vonnie Diseth. These are the current numbers for projects for the 09-11 biennium. Spending is currently tracking according to plan. The update that will be given at the May 6 meeting will be a quarterly update.

Mr. Rich Johnson asked when putting a decision package (DP) in for these ongoing efforts associated with the modernization; how does that relate to the decision package discussed at the last meeting that was a "bucket decision package"?

Mr. Ramsey Radwan clarified, there are 3 decision packages going to the legislature:

1. A request for carry forward for the modernization projects identified in the re-baseline that were not completed in this biennium.
2. A request for the small to medium projects.

3. A revised DP for the case management system amount for the two year period of 11-13 – based on the MTG high-level cost estimate.

Mr. Rich Johnson asked for clarification about the prioritization of the Appellate Court e-Filing request, and the submission of a decision package – is that amount included in the \$2 million bucket, it was not mentioned specifically as being included in one of the three decision packages stated by Mr. Radwan.

Mr. Ramsey Radwan explained the decision package does not specify projects.

Mr. Rich Johnson asked: are we looking at the funding for that project as part of the \$2 million unidentified DP” or should there be a fourth decision package specifically for the project?

Mr. Ramsey Radwan: will the monies be needed prior to 2012? Ms. Vonnie Diseth reminded everyone that what was approved was the feasibility study to determine what the options and costs would be.

Mr. Rich Johnson agreed, as discussed at previous meeting this is the same thing that was approved for the superior court calendaring system was the feasibility study and we have a budget/decision package going forward to fund that project. This is the same scenario – we have approved the feasibility study for the appellate filing project as well, but it doesn't do much good if the feasibility study comes back and says yes move forward but we haven't requested any funds to fund the project.

Mr. Jeff Hall: there is a pretty broad range in terms of what we might get back from the feasibility study and what the right approach would be. There are two pieces to when this feasibility study comes back – 1 will be dollars and 2 is level of effort.

Justice Fairhurst summarized this is a fair point and the issue is that this is the first time we have had this. All we had before was the case management study and it was on its own track prior to setting up the governance process. This is a good example of how we are going to do this and do we need put in a place holder so the legislature knows that depending on how the feasibility study goes that we will be wanting money to beyond that to do the project. I also recognize that we are not in our normal cycle yet, that we will be in because we will be looking at money and different things. We are still a little bit in the stop gap place of how this will play out in the future. Given the priorities that were identified and approved last time, with Vonnie coming back this meeting to tell us how she plans to schedule these.

Ms. Vonnie Diseth: based on the cycle would it be more appropriate for the request to be a supplemental request in the fall for next year, because at that time we will know what the feasibility study result is, we know what option we are taking and we know what we are going to do.

Mr. Jeff Hall agreed that for the purposes of a decision package we start looking at it in terms of the supplemental budget, this would be a big question - but assuming we would get the \$2 million mid biennium major project money – whether or not we would begin work using that pot of money on something like this to bridge us until we actually got an appropriation to finish it. That would depend on the size and the scope. Based on the timing of the final feasibility study, when the RFP goes out and when we can actually schedule the project, we could expend money in this current fiscal year so it would be appropriate to ask for the remainder in the supplemental budget.

It is the timing of projects as we engage in the new governance process and this new timing and budgeting process.

Justice Fairhurst: much like the legislature; until there is money attributed to it you don't really think it is going anywhere. In my view – once we vote on these and do the prioritization as we did in the special

February meeting “they are on the list” and they don’t go off the list. So getting the money just depends on how we are working the legislature and also the timing of when we are going to get things done. I want to give reassurance once we start working on it – it doesn’t get reprioritized once it is on the list. Going forward, as we are making decisions, we have to communicate clearly with Ramsey decisions that affect money so that we can use his expertise as to when and how to ask for funding. I am comfortable in the very near short term that we don’t need it, because we can do the feasibility study with money we have and then we would come back with a better understanding and either make a request as a supplemental or as a part of a bigger process. I want to reassure the court of appeals level that we will take whatever steps necessary once we have the recommendations from the feasibility study and the JISC makes a decision to move forward.

Mr. Rich Johnson: I am concerned about that as a strategy – as it is a different strategy than what we use for other projects. I haven’t heard any downside or reason why we would not put in a DP for this project if we prioritized it and it is simply a matter of how big it is going to be similar again to the SC project. There is no downside to putting in a request, in fact as we have reviewed the budget we see many project/initiatives that we have asked to have earmarked funds for two years ago that we are still rolling over and we are going to ask for money next biennium to roll them forward. It seems to me there is no downside to having the request be part of the budget and if we don’t expend the funds in the time period then we can reallocate those funds at a later date as opposed to waiting for the supplemental process where now we are asking for something we didn’t ask for the first time. It seems to me we are approaching this differently and I don’t hear any rational reason why we should.

Justice Fairhurst: as a process matter it is important we decide what our process will be – the case management was an anomaly so the fact we did it there does not mean that is how we should do it going forward. The other part as we approve these we should, as part of that decision, figure out where we expect to ask for the money and where it fits into the process so we don’t have this uncertainty, and that was something that we did not do last month but would be a good thing to add to our decision making going forward.

Mr. Jeff Hall: one of the things I struggle with in response to why we don’t go forward with a DP right now is - I don’t know how much money to ask for and I don’t have a basis for asking for any particular amount. One of the things we did recognizing that problem very specifically to the CMS feasibility study was to ask the vendor with an early estimate so we could with some degree of confidence with some basis to back it up ask for funding for the CMS project and we don’t have that in place for the COA project. I understand depending on the solution it is a pretty big range.

Mr. Rich Johnson: but we do – we had it at the last meeting and the meeting before – the range is 650k to 1.3 million. We did go through that process; it was as part of the analysis that was provided by AOC we used when we approved the project and made it our number 1 priority. We do have that – it is no different than the 5m to 20m, while the process was different the outcome is the same – it will be somewhere in that range.

Mr. Jeff Hall: How much should we ask for?

Mr. Rich Johnson responded: I suggest using the low and high range.

Ms. Vonnie Diseth: I don’t feel like we know for certain what we are asking for because there is a wide range. Are we asking for a replacement for ACORDS or an interface for ACORDS? That hasn’t been decided and jumping the gun a bit on the scheduling discussion coming up – this is one that isn’t scheduled to start until April.

Mr. Ramsey Radwan: I am very nervous about submitting a placeholder DP at this time. We have built up a tremendous amount of credibility through Jeff, Justice Fairhurst, Mellani and others with the new process. I think that the CMS DP was a bit of an anomaly but right now it doesn't feel good to put in a placeholder for this. I think what we want to do is keep dialog going, keep talking to the legislature both at the staff level and the member level and remind them every chance we get that these are capital projects. We have to have some money for planning, for development, for design and implementation so I think our base for requesting money is pretty solid and if we start inserting more placeholders it makes me nervous, legislature doesn't have the stomach for that that is my opinion on that.

Justice Fairhurst: are there pro's and con's between asking for it in the regular funding or the supplemental vis a vis JISC. Do they expect to get something from us each year or are we better to buy a placeholder telling them that this is coming?

Mr. Ramsey Radwan: the legislature sees placeholders as money grabs – as opposed to a logical sequence of events. That is why I think we need to be more active or at the same level of activity reminding them that these are coming through the pipeline – and market the Governance process.

Mr. Jeff Hall asked: so we get the feasibility study back and it is \$1.3 million dollars and we actually have the resources to schedule and we are going to start before the next fiscal year – we have the \$2 million mid major project monies – we start to spend some of that money on that project and then we are going back to the legislature with a DP and that says – we started this project with some of our mid major funding you gave us but we can't cover the entire project we start with that money – we want another amount of money for the next fiscal to finish this project we started with this other pot of money. How would they react to that? Would they give us a supplemental budget to finish it?

Mr. Ramsey Radwan: yes I think they will because what were requesting for the small to medium project funding is not specific to any one project. I give examples from the list and when I talk to staff on the decision packages I talked about the Governance process. I don't see a problem going forward with – we took an amount of money from the small to medium size project money to do the feasibility study to jump start the project, so we will know where we are at – we will have a tremendous amount of information to go back to the legislature with a solid proposal. Letting them know we know what the plan is and here is how we want to implement it.

Mr. Jeff Hall: I think it would be helpful to have a clear articulation of this what the result of this conversation has been, so we are clear for staff about what we are doing. What I think I have heard and the consensus in the room is that we are not going forward with a decision package for the Appellate Court project at this time.

Justice Fairhurst – I have no such motion to that effect so that is what I am taking away.....

**Mr. Rich Johnson: I will make such a motion** – I believe we should submit a separate decision package for the Appellate Electronic Filing Project as part of the 11-13 budget request for JISC.

**Second:** Judge J Leach.

Justice Fairhurst – Any further discussion:

Mr. N.F. Jackson asked – where did the range of \$650k to \$1.3m range come from?

Mr. Rich Johnson - In the analysis portion of the ITG request documentation – as part of the analysis there was an estimate on the cost of the project.

Mr. Kevin Ammons provided clarification (Vicky Marin confirmed – actual numbers from the ITG request being \$520K to \$1.6M) this range was developed by our solution architect in Mr. Kumar Yajamanam's group after discussion with companies that provide these types of services. On the low end those functionalities are readily available; it is a very mature market so he was able talk with the vendors and get a good idea about how much it would cost to provide it and to provide the interface with the courts. As Mr. Johnson said – the Court of Appeals was not asking for the upper estimate on replacing ACORDS but that was provided and developed based on the fact we do have previous studies saying ACORDS is not stable and we would have trouble integrating. It was more a matter of capturing a range of how much would it cost to provide this functionality no matter what.

Justice Fairhurst: does your motion have a dollar amount attached to it Rich?

Mr. Rich Johnson: no, but I would be happy to provide one.

Judge J. Leach made a friendly amendment: the decision package amount be limited to the cost of providing the system that integrates with ACORDS. We made it pretty clear that we were not asking this group to go forward with an ACORDS replacement.

Mr. Rich Johnson: I understand the timing issue and when we will actually be ready to hit the ground running on this assuming we have a result from the feasibility study we can live with, but I think there is value in putting the DP that is why I made the motion. It doesn't have to be for the full amount, I don't think we are going to accomplish it all in the time period, it seems to me that the \$525K low end would be a reasonable amount to put in for. Whatever methodology the budget office decides is best, I think there is value there – we will have the money earmarked for the project if it requires more we will have to go back and ask for more. But at least that way it is reflective of the action this body took and it also has a funding source set aside as opposed trying to plan on using the money designated for small projects.

Justice Fairhurst – any more discussion?

Mr. Jeff Hall: I am going to speak against the motion. Particularly if it is at the \$500K range, I think that is within what we would pick up mid process from the smaller project money. Until we get the feasibility study and we know not just what the cost is going to be but our ability to schedule it – I think our ability to schedule that particularly if the CMS project moves forward is going to be impacted if it is a full ACORDS replacement, so the question is not going to be about the money, it will also be about bandwidth.

Judge Tom Wynne: I also speak against the motion – if we were three months earlier on this I would say go ahead with the decision package, but as Ramsey said – it is an issue of credibility with the legislature and we are trying to build credibility after having a big failure with the last project and credibility is very important here when asking for money, we need to have that credibility – that is the tipping point for me in terms of this motion, so I am opposed to the motion.

Judge J. Leach: I think we can establish credibility with the legislature if we explain why the level of the request is \$550K and that we have this decision tree and we are not going to go to the larger project without coming back to the legislature and my concern about using the \$2M dollar bucket is this: we have talked about the gorilla in the cage swallowing up all the money for the small projects and it seems to me that we are setting ourselves up for this if we plan to use that two million dollars with a quarter of it allocated to a single project. I think that is a bad way to go.

Justice Fairhurst – any further discussion?

Judge Steve Rosen asked: does anyone have an idea of what the feasibility study would cost for this project?

Mr. Kevin Ammons answered: it is about a 200 hour effort with internal staff. It can be accomplished by our business analysts and solution architects and a few other small resource allocations within ISD.

**Voting in favor:** Judge J. Leach, Mr. Marc Lampson, Ms. Yolande Williams, Mr. Rich Johnson

**Opposed:** Justice Mary Fairhurst, Mr. Jeff Hall, Mr. Larry Barker, Chief Robert Berg, Ms. Linda Bell, Mr. William Holmes, Mr. N.F. Jackson, Judge Steve Rosen, Judge Michael Trickey, Judge Thomas Wynne, Judge Jim Heller

**Not voting:** Mr. Stew Menefee, Ms. Barb Miner

## Legislative Status Report

Ms. Mellani McAleenan reported legislative session is half over. The house of origin cut off is Monday March 7. That means that bills have to be out of their original house by 5pm.

Ms. McAleenan reported on a few specific bills:

HB 1794/SB 5046 – Assault/court-related employee – The bills have passed both original houses and switched to be heard in their opposite houses.

HB 1236/SB 5170 – Request for new judge in Grant Co. district court – the senate bill has been heard in the house.

SB 5630 – Municipal Elections Bill – requiring court judges be elected – the senate bill is sitting in senate Rules, we are working to get it to the floor for a vote.

SJR 8202 – Salary reductions for elected officials – requests salary commission to reduce elected official salaries during their term of office – requires a constitutional amendment – this bill originally included judges, but changed in senate Rules Committee to exclude judges and moved forward covering other elected officials. It is currently sitting in senate Rules awaiting floor action.

In regard to bills that may affect JIS – or be of interest to the committee, there are about 4.

HB 1793 – Access to Juvenile Records: this would now require a consumer protection violation for consumer reporting agencies that disseminate juvenile information and it would also require AOC to convene a workgroup to discuss the automatic sealing of juvenile records. The idea of automatic sealing has been around for a couple years, but is one the clerks have issue with because nothing can be done automatically. What is meant is without court order, there is a lot of information that would have to be found before sealing can take place. This bill has the most potential for passing in some form and would likely include the workgroup requirement. It is in house Rules at this time.

SB 5019 – Non-conviction Records – has died in Ways & Means and does not appear to be moving.

SB 5558 – Juvenile Records – has been amended and in its current form includes the consumer protection acts previously mentioned, and also appears to require that we sell our data to public agencies and give the data for free to consumer reporting groups, which is probably not what they meant. Ms. McAleenan has met with bill sponsor and the staff person working on the bill and they

understand our concerns. The bill is currently sitting in senate Rules and appears to not be moving forward.

SSB 5056 – Bail and Pretrial release - which included the Adult Risk Assessment tool in the bill, that bill died in Ways & Means – with a substantial fiscal note. The request for money for the risk assessment can be done via budget proviso, so it shouldn't be considered dead – just the original form.

### **ISD Monthly Status Update – Priority Project Reports**

Monthly status reports will now be posted each month, around the 15<sup>th</sup> of each month on the same website as [meeting documents](#). An email notice will go out to members and stakeholders to communicate the report has been posted. The most current available report will be included in a JISC meeting packet that goes out prior to a JISC meeting.

#### ***Superior Court Management Feasibility Study***

*Justice Fairhurst has asked any vendor that may bid on this project to leave the room. Gary Egner from AMCAD has left.*

Ms. Kate Kruller presented an update on the status of the project. Ms. Roni Booth joined the team as a subject matter expert to research and report on “what is SCOMIS functionality”. Roni and the business analysts are combing through workflows to gain understanding in how SCOMIS is used and why it is used in a particular capacity and any other ways it is not currently being used. SCOMIS has calendaring function; there are also aspects of SCOMIS that courts don't use because courts haven't been trained. This will give AOC the knowledge of what SCOMIS functionality does and best apply that knowledge to the project.

When the feasibility study comes back an ideal outcome would be to have a complete SCOMIS functionality match. Another outcome would be a partial match, and still another would be functions that we have never thought about that would be enhancements to our current business process and may bridge some of the things that may not be available. This is our current search as we go through the feasibility study. There are a number of different outcomes – which we won't know about until we finish the feasibility study.

Some of the completed activities include a project website, initial high level cost estimate, refined technical requirements and feasibility study business requirements.

Activities underway include project charter amendment approval by the ESC, review of MTG's deliverables, continue alternative analysis with software service providers, and finalize gap analysis and migration strategy. Next steps are completion of analysis and other elements of the feasibility study, prepare feasibility study for presentation at the June 24 JISC meeting for a go/ no-go decision and work on RFP preparation.

Justice Fairhurst stated – one element we need to discuss is the expectation we don't make a decision at the time of the presentation, we in fact come back to make the decision at the next meeting. That time frame is 2 months. We have the option of moving the August meeting to earlier in August to make the decision sooner and allow work to begin on the RFP.

Judge J. Leach stated moving the meeting to a sooner date would allow us to make a decision soon, if the feasibility study affects the cost and we have to go back to the legislature, we can come closer to the ordinary cycle for a supplemental request.

Mr. Michael Trickey asked – what is the feasibility study going to tell us? Will it be an assessment of our current business practices and then compare it to existing systems? And will it come with a recommendation?

Mr. Joe Wheeler (MTG) responded the feasibility study will not recommend a specific system, the other question – does it compare to current or future practices? Since future practices are not fully conceived to a great level of detail it can't be done to that level of detail – however we are looking at a common court policies and business processes as a basis for the functional requirements (the capabilities) the application should provide for.

Ms. Marti Maxwell asked – in the timeline do you anticipate the feasibility study going to the associations for some review and comments?

Ms. Kate Kruller responded – there will be drafts and we will vet the drafts.

Justice Fairhurst clarified – “so you will vet the drafts before it comes before the JISC in June”?

Ms. Kate Kruller responded yes – we have to.

Justice Fairhurst – that will ensure you are on target! That leads to the question- will we be getting those drafts too, so we are all thinking about it in anticipation or would we receive it later?

Mr. Jeff Hall asked – will the vetting of the associations be through the representative on the ESC?

Ms. Kate Kruller – responded it will go through the ESC and the discussion with each association will occur through the business liaisons.

### ***Superior Court Data Exchange Project (SCDX)***

Mr. Bill Burke presented an update on the SCDX project. The new technical approach approved by the JISC in January avoids a SCOMIS redesign and will deploy a Data Exchange that can be used by all local Superior Courts. SCOMIS services will be provided via web messaging to enable any local Superior Court computer system to interface to SCOMIS. The January JISC also approved deferring Calendaring and Document Imaging services from current project scope.

The SCDX project team evaluated two development products (Jagacy and RDz Service Flow) for performing data pull/push between SCOMIS and the SCOMIS Data Exchange. The project team selected Jagacy and completed a proof of concept using the Jagacy development tool. The proof concept consisted of performing a Docket Insert service using Jagacy and performing a number of iterations of this service. Mr. Burke was asked whether this approach consisted of “screen scraping” to perform this data pull/push with SCOMIS. Mr. Burke confirmed that both Jagacy and RDz Service Flow utilize “screen scraping” to pull/push data from SCOMIS. The SCOMIS system is 34 years old and does not provide access to services other than through ‘screen scraping’. Mr. Burke stated that the only other approach to accessing these SCOMIS services required the redesign of the SCOMIS user interface and this was determined to be significantly more expensive.

The procurement plan has been completed and approved – there are two solicitations that need to move forward:

1. RFQQ – this will bring in a web expert to do the web messaging.
2. RFP – this will produce a contractor team with expertise in Jagacy and BizTalk development

The team is reviewing project documents required to complete the project and on functional specification for performing SCOMIS data push/pull.

Next steps include completing the detailed project plan and continue work on the RFQQ and RFP requests.

### ***VRV – Vehicle Related Violations***

Mr. Mike Walsh presented an update to the committee; the VRV On-Boarding project was still in a holding pattern due to DIS resources being tied up with the RMS project. He presented a picture of the server-to-server components that make up the eTRIP solution highlighted the touch points that are owned by different agencies. The emphasis in the presentation is that the DIS server component JINDEX is the hub of all message routing and delivery activity.

#### eTRIP challenges

Mr. Walsh described some of the challenges facing the project team; since all agencies have a share of the delivery responsibility no one agency has authority/oversight over another. This is considered a non-traditional project organization which has presented difficulties when trying to monitor and control schedules.

#### Record Management System (RMS) issues affecting VRV

Testing has taking much longer than planned. This can mainly be attributed to coordinating issues collaborating with multiple agencies. The schedule delays have been escalated. Ms. Vonnie Diseth has been in discussion with members of the eTRIP Executive Steering Committee for the purpose of communicating the VRV dependency on the timely completion of the RMS project.

The revised Go-Live target date is now late April 2011. Following the RMS implementation is a two month window of system stabilization where no new business will be implemented with JINDEX. These dependencies push the tentatively planned VRV courts on-boarding target date to July 2011.

#### VRV Current Status

While we wait for the RMS testing schedule to stabilize we are ensuring that the operational readiness system changes are ready to handle the additional volume of VRV ticketing transactions. Mr. Walsh is communicating with the six additional courts in the pilot as to RMS progress and availability of the updated JINDEX specifications.

### **Committee Reports**

Mr. Rich Johnson reported on the Data Management Steering Committee: The DMSC is in a sit back and wait mode – given the reports we have just heard. The report given on the SCDX is a much more thorough report and the committee hasn't been given that report yet, our next meeting is on March 17. The next tier of courts to be brought on board have been identified and as soon as we work through these issues.

Judge Thomas Wynne reported on the Data Dissemination Committee: nothing new to report since the last meeting.

## **JIS Portfolio**

Mr. Craig Wilson presented what IT Portfolio Management is, where we are today and more importantly where we want to be in the future.

ITPM is a best practice approach for managing IT investments – it is a management tool for decision makers to plan, measure, manage and communicate investment decisions. The goal with this initiative is to develop and implement a framework that will - Align IT investments with strategic business plans and goals, and maximize return on investments within acceptable risk.

AOC's current IT Portfolio consists of: Primary JIS applications, other applications, active projects and planned projects. Next steps include completing the application portfolio, capture infrastructure data, complete a quarterly review and prepare an annual report.

## **JIS Baseline Service Level Workgroup**

Mr. Kumar Yajamanam presented an update on the JIS Baseline Workgroup. Since the last update the workgroup completed documentation of the business functions. The draft criteria and scoring matrix has been completed and validated.

The next step is to score all the business functions using the criteria and produce a draft report with recommendations.

## **Service Management Transformation Initiatives**

Mr. Kumar Yajamanam presented a definition of Service Management. Service Management is a set of specialized organizational capabilities for providing value to customers in the form of Services. Service Managements manifests its influence in delivering a superior experience of value to every customer.

Service Management has two sides. From a customer perspective it highlights the value of service to customers and results in a positive customer experience. And from a provider perspective it establishes tasks and process associated with providing service to customers and results in value for the customer.

The goals of Service Management are customer satisfaction, providing satisfaction, consistency and predictability for the customer, efficiency to improve the IT organizations agility, makes the organization compliant to meet growing demands and holds itself accountable. And last is cost effectiveness, this improves the quality of service without adding cost and focuses on identifying and managing costs.

The service catalog initiative consists of three areas - service catalog development & management including baseline catalog, service level management framework, and enterprise requirements management.

Service Catalog is the common thread and is the foundation for a Service Management Organization. The service catalog will define services from the customer perspective, is a communication tool between the organization and its customers and business partners and builds a common terminology across the organization.

In summary:

The Service Management transformation initiatives will help ISD focus on:

- Delivering consistent value to customers and

- Improving efficiencies in the services delivery
- Setup a foundation for JIS services based on consumption model

Service catalog is the strategic tool that works within service portfolio to establish the foundation for service management.

## IT Governance

Mr. Kevin Ammons handed out a summary of the prioritized requests from February 18 meeting and provided an update on the schedule for beginning the work. It was noted and corrected that the first 2 requests #009 and #045 were in fact listed in the wrong order. *The correct order of priority should be #045 then #009.*

The schedule for request #045 Appellate Electronic Filing – the feasibility study is being done in house by AOC and will run from April to July of 2011.

Requests #009 Adding Accounting Data to the Data Warehouse and #041 Remove CLJ Archiving and Purge Certain Records are large efforts and have tentatively been scheduled to begin in August of 2011 and will be approximately a two year effort.

Requests #026 and #031 – were not scheduled because they require the same resources as request #041.

Request #007 is not scheduled at this time due to resource constraints.

Mr. Bill Cogswell presented an updated IT Governance Policy. The amendments to the policy are shown on page 4 of the materials.

Mr. Jeff Hall ask for clarification on #12c (Introduction of a new service) – per previous discussion, whether or not a project added a new service outside the baseline could only be done on an annual cycle. It could be a small project, but would be a new service at the AOC level. Do we really want that limitation if it is not a big project?

Mr. Hall suggested that standard #12c should be its own line and become #15 and should read: *“Introducing a new service outside the AOC Baseline Services must be approved by the JISC”*

**Motion:** Judge Thomas Wynne asked Mr. Hall if that was a motion. Mr. Hall replied yes. Second: Judge J. Leach.

**Voting in Favor:** Ms. Linda Bell, Mr. Stew Menefee, Mr. Rich Johnson, Mr. Larry Barker, Mr. Jeff Hall, Judge Thomas Wynne, Judge Michael Trickey, Mr. William Holmes, Mr. Marc Lampson, and Judge J. Leach.

**Not present to vote:** Justice Mary Fairhurst, Chief Robert Berg, Mr. N.F. Jackson, Judge Steve Rosen, Ms. Barb Miner, Ms. Yolande Williams, and Judge Jim Heller.

**Motion:** Judge Wynne asked if there is a motion to approve the policy as amended – Moved by: Mr. Rich Johnson Second, Mr. Williams Holmes.

**Voting in Favor:** Ms. Linda Bell, Mr. Stew Menefee, Mr. Rich Johnson, Mr. Larry Barker, Mr. Jeff Hall, Judge Thomas Wynne, Judge Michael Trickey, Mr. William Holmes, Mr. Marc Lampson, and Judge J. Leach.

**Not present to vote:** Justice Mary Fairhurst, Chief Robert Berg, Mr. N.F. Jackson, Judge Steve Rosen, Ms. Barb Miner, Ms. Yolande Williams, and Judge Jim Heller.

Ms. Vicky Marin reported – Justice Fairhurst asked if there is any documentation in the framework that required the JISC take the CLUG scores into consideration in their deliberations. There is language for how the CLUG's will apply the criteria in their scoring, but nothing about how the JISC will use the information.

Mr. Shayne Boyd clarified the question of the scoring and the worksheet etc, were intended to be a tool within a specific meeting. They are useful in the moment, once the meeting is over that score is no longer valuable.

Mr. Stew Menefee commented – there is nothing that prevents the committee from seeing the scores. Having the scoring information would be helpful in understanding how the CLUG arrived at the priority decision. **Mr. Menefee made the motion to have the information available, but not make it a requirement for JISC priority decision.**

Judge Wynne asked for a second: Mr. William Holmes responded in favor.

**Voting in Favor:** Mr. Stew Menefee, Mr. Rich Johnson, Mr. Larry Barker, Judge Thomas Wynne, Judge Michael Trickey, Mr. William Holmes, Mr. Marc Lampson, and Judge J. Leach.

**Opposed:** Ms. Linda Bell, Mr. Jeff Hall,

**Not present to vote:** Justice Mary Fairhurst, Chief Robert Berg, Mr. N.F. Jackson, Judge Steve Rosen, Ms. Barb Miner, Ms. Yolande Williams, and Judge Jim Heller.

#### **Pending Legislation – Should JISC have a Policy – (moved to end of meeting due to time)**

Mr. Jeff Hall – this discussion is prompted by two bills that have come before the Board for Judicial Administration (BJA). The BJA referred the bills to the Data Dissemination (DD) committee for comment. One of the interesting things about judicial branch government within Washington State is there are not a lot of formal relationships or lines of communication amongst the various governance bodies we have.

This raises the question of legislation and what the role of JISC is regarding legislation vis a vis the role of BJA. This summarizes the context for this discussion.

The BJA does a number of things with a piece of legislation – they can support it, oppose it, voice concerns, watch particular bills, meaning they care about it, but don't take an official position initially or have no position, which means no opinion or there are opinions, but it doesn't affect the administration of justice so it is a policy call for the legislature. Then there is actual requested legislation that is submitted on behalf of BJA.

That is the role of BJA and the reason this has come up is the two pieces of legislation that were related to the DD, and the BJA realizing they are not the experts pass requests on to the JISC. The question here, is how is that made to that happen more effectively?

Judge Wynne asked – should there be a policy in place on how we deal with these questions in the future? Do we have a motion?

Mr. Jeff Hall – I did not come with a motion.

Judge Wynne clarified the question: – do we have a consensus; we should proceed as we have this legislative session? Ms. Vicky Marin will draft a response to reflect the consensus of this committee from this discussion.

The meeting adjourned at 2:45 p.m.

### Next Meeting

The next meeting will be May 6, 2011, at the AOC SeaTac facility; from 9:00 a.m. to 3:00 p.m.

	<b>Action Items – From January 21<sup>st</sup> Meeting</b>	<b>Owner</b>	<b>Status</b>
1	More information on Service Catalog at next meeting. What it is and what is the value of doing it.	Kumar Yajamanam	Complete
2	On the budget “green sheet” it says that we’ve expended 1.5 m of the 1.6 m for Superior Court Data Exchange. Vonnie said she would investigate this and report back.	Vonnie Diseth	Complete
3	Superior Court Case Management - Updated Charter and FAQ available for next JISC meeting.	Kate Kruller	
4	A definition for what SCOMIS functionality means that is succinct and clear and how the “functionality” relates to other applications.	Kate Kruller	
5	We need to re-visit whether CLUG scores go up to the JISC.	Kevin Ammons	Complete
	<b>Action Items – From March 4<sup>th</sup> Meeting</b>		
6	Determine the timeline for requesting “placeholder” funding for implementation of projects that the JISC approves as feasibility studies.	Vonnie Diseth	
7	Determine the timeline for requesting “placeholder” funding for implementation of projects that the JISC approves as feasibility studies.	Pam Payne	Complete
8	At the end of the legislative session, ask the Supreme Court Rules Committee if it wants the Data Dissemination Committee to revisit GR15 in light of <i>Ishikawa</i> and <i>Bone-Club</i> .	Vicky Marin, Justice Fairhurst	Pending end of legislative session.
9	Draft JIS Policy on comment to the BJA/Legislature reflecting JISC consensus from March 4 <sup>th</sup> meeting.	Vicky Marin	
10	Amend JIS ITG Policy per JISC vote on 3/4/11	Vicky Marin	

**Administrative Office of the Courts**  
**Information Services Division Project Allocation & Expenditure Update**  
EXPENDITURES AND OBLIGATIONS THROUGH MARCH 31, 2011

	Initiatives JIS Transition	ALLOCATED	EXPENDED	OBLIGATED	VARIANCE
<b>1.</b>	<b>Organizational Change Management Phase 1</b>				
1.1	Develop Organizational Change Strategy	\$700	\$626	\$0	\$74
1.2	Implement New Organization Structure	\$136,000	\$136,000	\$0	\$0
	<b>Organizational Change Management Phase 1-Subtotal</b>	<b>\$136,700</b>	<b>\$136,626</b>	<b>\$0</b>	<b>\$74</b>
<b>2.</b>	<b>Capability Improvement Phase I</b>				
2.1	Implement Change Management and Communications	\$595,000	\$495,000	\$0	\$100,000
2.2	Implement IT Governance	\$922,100	\$922,088	\$0	\$12
2.3	Implement Project Management Office (PMO)	\$959,000	\$601,000	\$0	\$358,000
2.4	Implement IT Portfolio Management (ITPM)	\$950,000	\$645,500	\$0	\$304,500
	<b>Capability Improvement Phase I-Subtotal</b>	<b>\$3,426,100</b>	<b>\$2,663,588</b>	<b>\$0</b>	<b>\$762,512</b>
<b>3.</b>	<b>Capability Improvement Phase II</b>				
3.1	Implement Enterprise Architecture Management	\$92,500	\$92,200	\$0	\$300
3.2	Implement Solution Management	\$0	\$0	\$0	\$0
3.3	Implement Relationship Management	\$0	\$0	\$0	\$0
3.4	Implement IT Service Management-Change, Configure, Release	\$225,000	\$0	\$0	\$225,000
	<b>Capability Improvement Phase II-Subtotal</b>	<b>\$317,500</b>	<b>\$92,200</b>	<b>\$0</b>	<b>\$225,300</b>
<b>4.</b>	<b>Capability Improvement Phase III</b>				
4.1	Establish Vendor Management	\$100,000	\$0	\$0	\$100,000
4.2	Mature Application Development Capability	\$200,000	\$0	\$0	\$200,000
4.3	Establish Enterprise Security	\$200,000	\$0	\$0	\$200,000
	<b>Capability Improvement Phase III-Subtotal</b>	<b>\$500,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$500,000</b>
<b>5.</b>	<b>Capability Improvement Phase IV</b>				
5.1	Implement IT Service Management-Incident, Problem, Service	\$550,000	\$134,999	\$265,001	\$150,000
5.2	Implement Financial Management Reporting	\$85,000	\$85,000	\$0	\$0
	<b>Capability Improvement Phase IV-Subtotal</b>	<b>\$635,000</b>	<b>\$219,999</b>	<b>\$265,001</b>	<b>\$150,000</b>
<b>6.</b>	<b>Capability Improvement Phase V</b>	<b>\$0</b>			
<b>7.</b>	<b>Master Data Management</b>				
7.1	Develop Data Governance Model	\$95,000	\$95,000	\$0	\$0
7.2	Implement Data Quality Program	\$310,000	\$85,000	\$185,000	\$40,000
7.3	Develop Unified Data Model	\$298,000	\$45,000	\$5,000	\$248,000
7.4	Implement MDM Tool	\$900,000	\$0	\$0	\$900,000
	<b>Master Data Management-Subtotal</b>	<b>\$1,603,000</b>	<b>\$225,000</b>	<b>\$190,000</b>	<b>\$1,188,000</b>
<b>8.</b>	<b>Migrate Data Exchanges</b>	<b>\$0</b>			
<b>9.</b>	<b>Migrate Web Sites</b>	<b>\$0</b>			
<b>10.</b>	<b>JIS Applications Refresh</b>				
10.1	Conduct Feasibility Study and Transition Planning	\$525,700	\$38,083	\$197,500	\$290,117
	<b>JIS Applications Refresh-Subtotal</b>	<b>\$525,700</b>	<b>\$38,083</b>	<b>\$197,500</b>	<b>\$290,117</b>
<b>11.</b>	<b>Organization Change Management Phase II</b>				
11.1	Change Management in Support of JIS	\$320,000	\$0	\$0	\$320,000
	<b>Organization Change Management Phase II-Subtotal</b>	<b>\$320,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$320,000</b>
<b>12.</b>	<b>Ongoing Activities</b>				
12.1	Natural To COBOL Conversion	\$550,000	\$31,850	\$0	\$518,150
12.2	SCOMIS DX	\$1,600,000	\$604,907	\$84,422	\$910,671
12.3	E-Ticketing stabilization	\$0	\$0	\$0	\$0
12.4	Non-allocated Projects	\$0	\$0	\$0	\$0
	<b>Ongoing Activities-Subtotal</b>	<b>\$2,150,000</b>	<b>\$636,757</b>	<b>\$84,422</b>	<b>\$1,428,821</b>
<b>13.</b>	<b>Equipment Replacement</b>				
13.1	Equipment Replacement - External	\$2,700,000	\$2,467,442	\$13,837	\$218,721
13.2	Equipment Replacement - Internal	\$300,000	\$181,608	\$21,536	\$96,856
	<b>Equipment Replacement-Subtotal</b>	<b>\$3,000,000</b>	<b>\$2,649,050</b>	<b>\$35,373</b>	<b>\$315,577</b>
	<b>TOTAL</b>	<b>\$12,614,000</b>	<b>\$6,661,303</b>	<b>\$772,296</b>	<b>\$5,180,401</b>

JIS Transition Initiative Through March 31, 2011	2009-2011 Biennium								
	Estimated Budget-Qtr. To Date	Actual Costs Qtr. Ending 3/31/10	Actual Costs Qtr. Ending 6/30/10	Actual Costs Qtr. Ending 9/30/10	Actual Costs Qtr. Ending 12/31/10	Actual Costs Qtr. Ending 3/31/11	Total Expenditures and Obligations	Variance Through 03/31/11	Estimated Remaining Budget
<b>1. Organizational Change Management Phase 1</b>									
1.1 Develop Organizational Change Strategy	\$700	\$626	\$0	\$0	\$0	\$0	\$626	\$74	\$74
1.2 Implement New Organization Structure	\$136,000	\$136,000	\$0	\$0	\$0	\$0	\$136,000	\$0	\$0
<b>2. Capability Improvement Phase I</b>									
2.1 Implement Change Management and Communications	\$495,000	\$220,000	\$190,000	\$0	\$0	\$85,000	\$495,000	\$0	\$100,000
2.2 Implement IT Governance	\$922,100	\$542,213	\$94,875	\$35,000	\$250,000	\$0	\$922,088	\$12	\$12
2.3 Implement Project Management Office (PMO)	\$959,000	\$510,500	\$0	\$29,500	\$45,500	\$15,500	\$601,000	\$358,000	\$358,000
2.4 Implement IT Portfolio Management (ITPM)	\$800,000	\$639,452	\$0	\$0	\$6,048	\$0	\$645,500	\$154,500	\$304,500
<b>3. Capability Improvement Phase II</b>									
3.1 Implement Enterprise Architecture Management	\$92,500	\$72,000	\$20,200	\$0	\$0	\$0	\$92,200	\$300	\$300
3.2 Implement Solution Management	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3.3 Implement Relationship Management	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3.4 Implement IT Service Management	\$225,000	\$0	\$0	\$0	\$0	\$0	\$0	\$225,000	\$225,000
<b>4. Capability Improvement Phase III</b>									
4.1 Establish Vendor Management	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0	\$50,000	\$100,000
4.2 Mature Application Development Capability	\$200,000	\$0	\$0	\$0	\$0	\$0	\$0	\$200,000	\$200,000
4.3 Establish Enterprise Security	\$125,000	\$0	\$0	\$0	\$0	\$0	\$0	\$125,000	\$200,000
<b>5. Capability Improvement Phase IV</b>									
5.1 Implement IT Service Management	\$350,000	\$0	\$0	\$0	\$0	\$400,000	\$400,000	(\$50,000)	\$150,000
5.2 Implement Performance-Reporting	\$85,000	\$0	\$0	\$0	\$0	\$85,000	\$85,000	\$0	\$0
<b>6. Capability Improvement Phase V</b>									
6.1 Establish Custom Development Capabilities	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>7. Master Data Management</b>									
7.1 Develop Data Governance Model	\$95,000	\$0	\$0	\$0	\$0	\$95,000	\$95,000	\$0	\$0
7.2 Implement Data Quality Program	\$175,000	\$0	\$0	\$0	\$0	\$270,000	\$270,000	(\$95,000)	\$40,000
7.3 Develop Unified Data Model	\$50,000	\$0	\$0	\$0	\$0	\$50,000	\$50,000	\$0	\$248,000
7.4 Implement MDM Tool	\$100,000	\$0	\$0	\$0	\$0	\$0	\$0	\$100,000	\$900,000
7.5 Optimize Data Warehouse	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>8. Migrate Data Exchanges</b>									
8.1 Develop Data Exchange Migration Strategy	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
8.2 Develop File Based Exchanges	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
8.3 Develop Transactional Transfers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
8.4 Migrate Exchanges Including JIS Link	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>9. Migrate Web Sites</b>									
9.1 Develop Migration Strategy	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
9.2 Redirect Web Application Data Source	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>10. JIS Applications Refresh</b>									
10.1 Conduct Feasibility Study and Transition Planning	\$425,700	\$120	\$0	\$0	\$288	\$235,175	\$235,583	\$190,117	\$290,117
10.2 Purchase, Configure and Deploy COTS Application 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
10.3 Purchase, Configure and Deploy COTS Application 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
10.4 Purchase, Configure and Deploy COTS Application 3	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
10.5 Design, Develop and Deploy Custom Application 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
10.6 Design, Develop and Deploy Custom Application 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>11. Organization Change Management Phase II</b>									
11.1 Change Management in Support of JIS	\$320,000	\$0	\$0	\$0	\$0	\$0	\$0	\$320,000	\$320,000
<b>12. Ongoing Activities</b>									
12.1 Natural To COBOL Conversion	\$100,000	\$68,898	\$0	\$0	\$0	(\$37,048)	\$31,850	\$68,150	\$518,150

JIS Transition Initiative Through March 31, 2011	2009-2011 Biennium								
	Estimated Budget-Qtr. To Date	Actual Costs Qtr. Ending 3/31/10	Actual Costs Qtr. Ending 6/30/10	Actual Costs Qtr. Ending 9/30/10	Actual Costs Qtr. Ending 12/31/10	Actual Costs Qtr. Ending 3/31/11	Total Expenditures and Obligations	Variance Through 03/31/11	Estimated Remaining Budget
12.2 SCOMIS DX	\$1,048,000	\$1,645,729	(\$143,808)	\$0	\$95,261	(\$907,853)	\$689,329	\$358,671	\$910,671
12.3 Eticketing stabilization	\$0	\$0	\$3,228	\$0	\$0	(\$3,228)	\$0	\$0	\$0
12.3 Parking Module enhancements	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
12.4 Non-allocated Projects	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>13. Equipment Replacement</b>									
13.1 Equipment Replacement - External	\$2,500,000	\$591,848	\$44,188	\$190,065	\$1,429,776	\$225,402	\$2,481,279	\$18,721	\$218,721
13.2 Equipment Replacement - Internal	\$300,000	\$76,757	\$0	\$111,270	\$15,156	(\$39)	\$203,144	\$96,856	\$96,856
<b>Total</b>	<b>\$9,554,000</b>	<b>\$4,504,143</b>	<b>\$208,683</b>	<b>\$365,835</b>	<b>\$1,842,029</b>	<b>\$512,909</b>	<b>\$7,433,599</b>	<b>\$2,120,401</b>	<b>\$5,180,401</b>

**Administrative Office of the Courts  
2012 Preliminary Information Technology  
Budget Requests  
May 6, 2011**

Description	Amount & FTE	Fund Source	Sponsor
<u>Appellate court automation</u> : Development and/or acquisition of a document management system.	\$1,297,000 1.5	JIS	JISC
<u>Vehicle related violations</u> : modernize the current subsystem to handle the increased volume and complexity of citations generated due to use of enforcement cameras.	\$671,000 1.0	JIS	JISC
<u>Superior court judicial receipting</u> : replace the judicial receipting system (accounting).	\$587,000 1.0	JIS	JISC
<u>AOC internet redesign</u> : redesign the AOC internet page.	\$790,000 1.75	SGF	AOC
<b>SGF</b>	<b>\$790,000/1.75</b>		
<b>JIS</b>	<b>\$2,555,00/3.50</b>		
<b>All Funds</b>	<b>\$3,345,000/5.25</b>		

WASHINGTON STATE JUDICIAL BRANCH  
2012 SUPPLEMENTAL BUDGET REQUEST  
**Preliminary Decision Package**

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**Agency:** Administrative Office of the Courts  
**Decision Package Title:** Appellate Court Automation Project  
**Budget Period:** 2012 Supplemental Budget Request  
**Budget Level:** Performance Level

**Agency Recommendation Summary Text**

The Appellate Courts of Washington (Courts of Appeal and Supreme Court) have a business need to implement a document management system (DMS). A document management system (DMS) is a computer system (or set of computer programs) used to track and store electronic documents and/or images of paper documents. It is usually also capable of keeping track of the different versions created by different users (history tracking). It is often viewed as a component of enterprise content management (ECM) systems and related to digital asset management, document imaging, workflow systems and records management systems.

**Fiscal Detail**

<b>Operating Expenditures</b>		<b><u>FY 2012</u></b>		<b><u>FY 2013</u></b>		<b><u>Total</u></b>
<b>Total Cost</b>		<b>\$ 712,091</b>		<b>\$ 584,603</b>		<b>\$ 1,296,694</b>
<b>Staffing</b>		<b><u>FY 2012</u></b>		<b><u>FY 2013</u></b>		<b><u>Total</u></b>
<b>FTEs</b>		3.0		2.3		3.0

\* Dollar amounts should not be entered in the row titled "FTEs." Please enter only the percentage of staff time being requested. 1.0 is one full time staff person, 0.5 is one half-time staff person, etc.

**Package Description**

In October 2010 the Court of Appeals Executive Committee endorsed a request (ITG #45) to the Administrative Office of the Court (AOC). The request was for an EDM system to support sharing documents across all four courts, indexing, storage, retrieval, and searching of documents, and an integrated workflow and correspondence module to improve productivity and efficiency in the processing of cases.

## **Background**

While the Appellate Courts have some basic online filing capability, they are still burdened by a paper-based system that is resource intensive. Currently most appellate court processes are manual and paper driven. Manual internal case processing methods are slow, expensive, inefficient, and lead to an unacceptable lost/misfile rate. The paper based records not only prohibit multiple internal users, but also prevent access to the trial courts, litigants, the public, other divisions of the COAs and the Supreme Court.

## **Current situation**

The Judicial Information Services Committee (JISC) ranked this request as their number 1 priority in February 2011. Their decision was to complete a feasibility study to understand the customer requirements, costs and the contents of an RFP. AOC began work on this feasibility study in April 2011 and expects to complete it in June of 2011. Once completed, the recommendation will be presented to the JISC for review and approval.

## **Proposed solution**

The proposed solution depends on the outcome of the feasibility study due in June. The vision is for a central DMS that will connect the three Courts of Appeal and the state Supreme Court and also allow external users access to send and receive documents as needed.

## **Narrative Justification and Impact Statement**

### **Reason for change**

This automation is needed to improve efficiencies and contain costs. The COA's have implemented various non-integrated electronic document imaging applications to alleviate the lack of a comprehensive integrated appellate level information system. The Supreme Court still does not have an electronic document imaging application. The only integrated application the courts have is the ACORDS case management application and it is currently lacking in the ability to add functionality to meet the long term needs of the courts. For example, ACORDS currently lacks the functionality of document management and has limited correspondence/workflow capabilities or complete calendaring support. Double data entry is also required to keep the existing EDM in the COA's office and the ACORDS application in sync.

### **Impact on clients and services?**

There will be a positive impact on clients and services due to the gains in efficiencies. Communities impacted include:

- Appellate Court Judges

- Appellate Court Clerks
- Public and Other Users

**Impact on other state programs?**

No.

**What alternatives were explored and why was this alternative chosen?**

Alternatives will be considered in the feasibility study.

**What are the consequences of not funding this package?**

Continued inefficiencies in the appellate courts.

**What is the relationship, if any, to the state's capital budget?**

na

**Expenditure Calculations and Assumptions**

(Rationale for costs shown)

<b><u>Object Detail</u></b>	<b><u>FY2012</u></b>	<b><u>FY2013</u></b>	<b><u>Total</u></b>
Staff Costs	\$332,091	\$254,603	\$586,694
Non-Staff Costs	\$380,000	\$330,000	\$710,000
<b>Total Objects</b>	<b>\$712,091</b>	<b>\$584,603</b>	<b>\$1,296,694</b>

WASHINGTON STATE JUDICIAL BRANCH  
 2012 SUPPLEMENTAL BUDGET REQUEST  
**Preliminary Decision Package**

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**Agency:** Administrative Office of the Courts

**Decision Package Title:** Courts of Limited Jurisdiction Parking Module Modernization

**Budget Period:** 2012 Supplemental Budget Request

**Budget Level:** Performance Level

**Agency Recommendation Summary Text**

Courts of Limited Jurisdiction (CLJs) have a business need to modernize the current parking subsystem within the Judicial Information System (JIS). Law enforcement agencies around the state are now using cameras to enforce red light, railroad crossing, construction and school zone laws on vehicles. This has come to be known as vehicle-related-violations (VRV).

CLJs file an increasingly high volume of VRV cases. The existing JIS parking module was designed to process only parking violations, and is unable to meet this new business challenge. Courts are unable to efficiently monitor parking and vehicle related violations, receivables, and interfaces with other agencies. The expected benefits are: increased revenue, better monitoring of time payments and collection resources, fewer resources required for data entry, and more accurate and timely updates to owner information and vehicle hold requests with the Department of Licensing.

**Fiscal Detail**

<b>Operating Expenditures</b>		<b><u>FY 2012</u></b>		<b><u>FY 2013</u></b>		<b><u>Total</u></b>
<b>Total Cost</b>		<b>\$ 556,600</b>		<b>\$114,000</b>		<b>\$ 670,600</b>
<b>Staffing</b>						
		<b><u>FY 2012</u></b>		<b><u>FY 2013</u></b>		<b><u>Total</u></b>
<b>FTEs</b>		<b>1.4</b>		<b>0.7</b>		<b>2.2</b>

\* Dollar amounts should not be entered in the row titled "FTEs." Please enter only the percentage of staff time being requested. 1.0 is one full time staff person, 0.5 is one half-time staff person, etc.

**Package Description**

In September 2010, the District and Municipal Court Managers' Association endorsed a request (ITG #28) to the Administrative Office of the Court (AOC). The request was for a parking system that reflects the needs of dealing with the increased volume of citations created by the use of vehicle-related violations cameras. The system also needs to interface with Department of Licensing and Department of Transportation systems.

## **Background**

Currently, CLJ courts devote considerable resources to processing the high volume of vehicle-related violations. Because of the manual nature of the work flow, there are many incidents of incomplete and inaccurate case filing. The system is inefficient for processing payments, which increases the amount of staff time required on each case. Courts' ability to monitor cases and use time payments and collection resources is limited, which decreases the amount of revenue generated.

The system is not well integrated with the Department of Licensing and Department of Transportation systems, which results in inaccurate vehicle owner information and hold requests. As a result, many tickets are referred to collections in the name of the previous owner of a vehicle, which results in considerable additional work for the court, as well as considerable inconvenience to the innocent previous owner. Because the Department of Transportation ticket dismissal process is not automated, the customer contact workload on courts is greatly increased due to the lack of current information.

## **Current situation**

The CLJ Court-Level User Group, part of the Judicial Information Services Committee (JISC) IT Governance process, ranked this request their number 1 priority in January 2011. AOC recommended a feasibility study to understand the customer requirements and costs. AOC began work on this feasibility study in April 2011 and expects to complete it in October of 2011. Once completed, the recommendation will be presented to the JISC for review and approval.

## **Proposed solution**

The proposed solution will be informed by the outcome of the feasibility study due in October. The vision is for a parking system that accurately processes a high volume of vehicle-related violations with a reduction in court staff time requirements per ticket, and interfaces with Department of Licensing and Department of Transportation systems.

## **Narrative Justification and Impact Statement**

### **Reason for change**

This automation is needed to improve efficiencies and lower the impact on court staff and the public.

## Impact on clients and services?

There will be a positive impact on clients and services due to the gains in efficiencies. Communities impacted include:

- District and Municipal Court Judges
- District and Municipal Court Clerks and Administrators
- Public and Other Users

## Impact on other state programs?

There may be changes required in other state agencies, most notably the Department of Licensing and the Department of Transportation. New data exchanges and / or work processes may be required depending on the approach selected.

## What alternatives were explored and why was this alternative chosen?

Alternatives will be considered in the feasibility study.

## What are the consequences of not funding this package?

Continued inefficiencies and expense for courts of limited jurisdiction.

## What is the relationship, if any, to the state's capital budget?

na

## Expenditure Calculations and Assumptions

This assumes that there will be a combination of contract and internal resources brought to work on this effort. It would include approximately 6,850 total AOC staff hours plus up to 1,000 outside contractor hours to complete the implementation of this effort. AOC rates are at \$76 / hour and contractor rates are \$150 / hour. It does not include any time needed from court staff for the project.

<u>Object Detail</u>	<u>FY2012</u>	<u>FY2013</u>	<u>Total</u>
Staff Costs	\$ 406,600	\$ 114,000	\$ 520,600
Non-Staff Costs	\$ 150,000		\$ 150,000
<b>Total Objects</b>	<b>\$ 556,600</b>	<b>\$ 114,000</b>	<b>\$ 670,600</b>

WASHINGTON STATE JUDICIAL BRANCH  
2012 SUPPLEMENTAL BUDGET REQUEST  
**Preliminary Decision Package**

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**Agency:** Administrative Office of the Courts

**Decision Package Title:** Superior Court Judicial Receipting System Modernization

**Budget Period:** 2012 Supplemental Budget Request

**Budget Level:** Performance Level

**Agency Recommendation Summary Text**

This request seeks to replace the Superior Court Judicial Receipting System (JRS) used by the Clerks with a new or improved system that will provide expanded data field sizes, increased flexibility, near or real-time processing, and better reporting.

**Fiscal Detail**

<b>Operating Expenditures</b>	<b><u>FY 2012</u></b>	<b><u>FY 2013</u></b>	<b><u>Total</u></b>
<b>Total Cost</b>	<b>\$ 473,000</b>	<b>\$114,000</b>	<b>\$ 587,000</b>
<b>Staffing</b>			
<b><u>FTEs</u></b>	<b><u>FY 2012</u></b>	<b><u>FY 2013</u></b>	<b><u>Total</u></b>
	<b>1.4</b>	<b>0.7</b>	<b>2.2</b>

\* Dollar amounts should not be entered in the row titled "FTEs." Please enter only the percentage of staff time being requested. 1.0 is one full time staff person, 0.5 is one half-time staff person, etc.

**Package Description**

In April of 2011 the Washington State Association of County Clerks endorsed a request (ITG #85) to the Administrative Office of the Court (AOC). The request was requested major improvements to the Judicial Receipting System (JRS).

**Background**

The JRS has been in place nearly 20 years and is among the bottom ranked applications in the AOC portfolio. The portfolio indicates that the system is not sustainable, is challenging to maintain and difficult to extend. It runs on pc based software (Delphi) which is not a mainstream programming language.

## **Current situation**

This application is important to the Clerks that support the Superior Clerks. It is their front-line application used to keep track of money owed and receipted by the court. While there have been some upgrades such as making it compatible with Windows 7, it still suffers from a lack of real time data and has known issues that have resulted in some significant “work-arounds” for the users.

## **Proposed solution**

The first step to finding a proposed solution depends on a feasibility study. AOC believes that this has the potential to become a major replacement effort. It will involve changes not only to JRS or a new system, but to the JIS system as well. Changing the financial accounting in JIS can require significant programming and testing. There is also a strategic question of how to accomplish this while also completing the Superior Court Case Management System.

## **Narrative Justification and Impact Statement**

### **Reason for change**

This automation is needed to improve efficiencies and contain costs. JRS is an application that runs on personal computers and uploads batch data nightly to JIS. This prevents the availability of real-time data being available in the system. JIS needs to have many of its financial field formats expanded to handle the large dollar amounts from the Superior Courts. Although this does not sound like a big deal, it is in fact a major undertaking for the programming staff to expand these fields.

### **Impact on clients and services?**

There will be a positive impact on clients and services due to the gains in efficiencies. Communities impacted include:

- Superior Court Judges
- Superior Court Clerks
- Public and Other Users

### **Impact on other state programs?**

No.

### **What alternatives were explored and why was this alternative chosen?**

Alternatives will be considered in the feasibility study.

**What are the consequences of not funding this package?**

There will be continued inefficiencies in the state Superior Courts if changes are not made.

**What is the relationship, if any, to the state's capital budget?**

na

**Expenditure Calculations and Assumptions**

(Rationale for costs shown)

This assumes that there will be a combination of contract and internal resources brought to work on this effort. It would include up to 2 AOC staff FTE plus up to 1,000 outside contractor hours to complete the implementation of this effort. AOC rates are at \$76 / hour and contractor rates are \$150 / hour. It does not include any time needed from court staff for the project.

<b><u>Object Detail</u></b>	<b><u>FY2012</u></b>	<b><u>FY2013</u></b>	<b><u>Total</u></b>
Staff Costs	\$ 323,000	\$ 114,000	\$ 437,000
Non-Staff Costs	\$ 150,000		\$ 150,000
<b>Total Objects</b>	<b>\$ 473,000</b>	<b>\$ 114,000</b>	<b>\$ 587,000</b>

WASHINGTON STATE JUDICIAL BRANCH  
2012 SUPPLEMENTAL BUDGET REQUEST  
**Preliminary Decision Package**

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**Agency:** Administrative Office of the Courts  
**Decision Package Title:** AOC Internet Site Usability Redesign  
**Budget Period:** 2012 Supplemental Budget Request  
**Budget Level:** Maintenance or Policy

**Agency Recommendation Summary Text**

(100 words or less)

This request is to seek funding for the redesign of the Washington Courts public website.

**Fiscal Detail**

<b>Operating Expenditures</b>	<b><u>FY 2012</u></b>	<b><u>FY 2013</u></b>	<b><u>Total</u></b>
<b>001-1 State General Fund</b>	<b>\$ 399,691</b>	<b>\$ 390,099</b>	<b>\$ 789,790</b>
<b>Staffing</b>	<b><u>FY 2012</u></b>	<b><u>FY 2013</u></b>	<b><u>Total</u></b>
<b>FTEs</b>	1.5	2	2.0

\* Dollar amounts should not be entered in the row titled "FTEs." Please enter only the percentage of staff time being requested. 1.0 is one full time staff person, 0.5 is one half-time staff person, etc.

**Package Description**

**Background**

The Washington Courts web presence has evolved over the last decade without the benefit of in-depth usability analysis or review of how well it meets the needs of the audience served. As a result, while the internet site appears well-designed on the surface, there is no empirical evidence to support how well it is meeting the goals of the agency and no ongoing plan to improve the usability of the website.

This request seeks funding to engage a contractor team to perform user-centered design (UCD) analysis of the Washington Courts website and deploy improvements recommended from that study.

**Current situation**

The Washington Courts website, designed and managed by the Administrative Office of the Courts (AOC), is heavily utilized by the public and court communities. On the case search function alone, there are over 12,000,000 inquiries each month. Courts,

prosecutors, victims and the public involved in all matters related to the judicial process in Washington visit the AOC website. Unfortunately, AOC has little idea how well their needs are being met, or how well the site is meeting agency goals.

The benefits of a disciplined and well planned website redesign may be significant. The goals of the redesign include:

- Improve service to the court community, professionals and the public
- Reduce costs to Washington Courts by enabling self service options that meet the needs of large segments of the users
- Improve operational effectiveness
- Ensure the Washington Courts website complies with Section 508 of the Americans with Disabilities Act (ADA) to the degree required by law
- Provide quality content that is current and accurate
- Meet the strategic needs of the agency
- Improve the value delivered to stakeholders
- Improve access to critical judicial technology and information.

### **Proposed solution**

The web redesign will engage a contractor to work with AOC personnel both in the communications and operations units. This consultant will drive the user-centered design work while making sure that AOC adopts the processes necessary to incrementally keep up the design work.

The funding requested in this proposal will enable AOC to:

- Select and contract with a vendor(s) to provide user-centered design and training to AOC and related staff
- Usability testing to meet the business needs of the Courts
- Commencement of agency staff training
- Planned redesign effort based on usability test results.

### **Narrative Justification and Impact Statement**

#### **Reason for change**

Fair and effective administration of Justice starts with open access to information. The Washington Courts website has an especially important role in being the guidepost and in some cases a repository of judicial information. It is an 'always available' source of information for procedures, forms, court location and hours, court methods, and operations. The website can be significantly improved to serve not only the professionals in the field but the first time users seeking basic information.

The end result will be increased productivity for courts and judges, speedier trials for litigants, and reduced workload for court employees.

#### **Impact on clients and services?**

In addition to serving as the statewide court case management system, the JIS also provides essential information to several state agencies, local law enforcement

agencies, prosecutors, other criminal justice partners, and the public. The JIS is also responsible for accurately tracking, recording and distributing over \$240 million per year in state and local revenues (excluding restitution and other “trust” monies).

Implementation of will provide:

- Enhanced information sharing capabilities
- Cost avoidance through the reduction of time needed to serve the public at the court counter
- Error reduction through testing of user success with their needs and applying standards to business practices
- Flexibility to meet new and emerging business needs
- Improved data collection capabilities.

### **Impact on other state programs?**

NA

### **What alternatives were explored and why was this alternative chosen?**

User centered design and testing is a best practice to provide a web site where customer needs are identified and met.

### **What are the consequences of not funding this package?**

- Lack of confirmation that the Washington Courts website is providing value
- Possible increased costs to courts
- Maintenance costs may be higher than necessary
- Individual courts will pursue stand alone solutions on their websites, thereby frustrating users who are seeking statewide information and replicating work efforts

### **What is the relationship, if any, to the state’s capital budget?**

na

### **Expenditure Calculations and Assumptions**

(Rationale for costs shown)

The analysis assumes a technical lead and business analyst support from AOC.

<b><u>Object Detail</u></b>	<b><u>FY2012</u></b>	<b><u>FY2013</u></b>	<b><u>Total</u></b>
Staff Costs	\$149,691	\$140,099	\$289,790
Non-Staff Costs	\$250,000	\$250,000	\$500,000
<b>Total Objects</b>	<b>\$399,391</b>	<b>\$390,099</b>	<b>\$789,790</b>

# Current ITG Priorities

Current as of April 15, 2011

## JISC Priorities

Priority	ID	Request Name	Status	Approving Authority	Request Importance
1	45	Appellate Electronic Filing	In Progress Apr 4 – Jul 31, 2011	JISC	High
2	9	Add Accounting Data to the Data Warehouse	Scheduled Aug, 2011 – Aug, 2013	JISC	High
3	41	Remove CLJ Archiving and Purge Certain Records	Scheduled Aug, 2011 – Aug, 2013	JISC	High
4	7	SCOMIS Field for CPG	Authorized	JISC	High
5	26 & 31	Prioritize Restitution Recipients & Combine True Name and Aliases for timepay	Authorized	JISC	Medium

## Appellate CLUG Priorities

Priority	ID	Request Name	Status	Approving Authority	Request Importance
1	45	Appellate Electronic Filing	In Progress Apr 4 – Jul 31, 2011	JISC	High

## Superior Court CLUG Priorities

Priority	ID	Request Name	Status	Approving Authority	Request Importance
1	50 & 72	JRS Windows 7 Compatibility Upgrade & JRS Workstation – Electronic Journaling	In Progress Mar 10 – Aug 31, 2011	JISC	High
2	7	SCOMIS Field for CPG Number	Authorized	JISC	High
<b>Non Prioritized Requests</b>					
	2	Superior Courts Case Management System	In Progress Oct 1, 2010 – Jul 1, 2011	JISC	High

## Multi-level CLUG Priorities

Priority	ID	Request Name	Status	Approving Authority	Request Importance
1	9	Add Accounting Data to the Data Warehouse	Scheduled Aug, 2011 – Aug, 2013	JISC	High
<b>Non Prioritized Requests</b>					
	5	Email/Text Court Date Reminders	Pending JISC Authorization	JISC	

## CLJ CLUG Priorities

Priority	ID	Request Name	Status	Approving Authority	Request Importance
1	27	SMC AOC Data Exchange	Pending JISC Authorization	JISC	High
2	28	Parking and Vehicle Related Violations Case Management Solution	In Progress	CIO	High
3	41	Remove CLJ Archiving and Purge Certain Records	Scheduled	JISC	High
4	58	Enhance JIS to allow bench warrants to print on plain paper	Scheduled	CIO	High
5	39	Prevent charges from being amended on CAR when FTA is Issued.	In Progress	CIO	High
6	37	Comments line on Bench Warrants	Authorized	Administrator	Medium
7	32	Batch enter attorney's to multiple cases	Authorized	CIO	Medium
8	38	Transfer code for judgment field	Authorized	Administrator	Medium
9	68	Allow Full Print on Docket Public View Rather than Screen Prints	Authorized	Administrator	Medium
10	26	Prioritize Restitution Recipients	Authorized	JISC	Medium
11	31	Combine True Name and Aliases for timepay	Authorized	JISC	Medium
12	36	A/P put on hold make docket entry	Recommended	CIO	Low
13	35	Timepay Removal enhancement	Recommended	CIO	Low
14	57	Batch removal of attorney from multiple cases	Recommended	CIO	Low

# JISC Guidance on IT Governance Priorities, Exclusions & Decision Criteria

*Adopted at the June 25, 2010 JISC Meeting*

## Priorities: “What Matters”

The Judicial Information System Committee (JISC) has identified the following priorities to guide decision-making on information technology (IT) requests.

- **Provide Infrastructure**  
*Supply court communities and AOC with the necessary hardware, network and other infrastructure needed to access JIS.*
- **Maintain Portfolio**  
*Maintain existing portfolio of JIS applications, providing baseline<sup>1</sup> functionality.*
- **Integrate to Inform**  
*Enable data, applications and information to be shared and combined in meaningful and useful ways.*
- **Modernize Applications**  
*Replace, enhance and otherwise modernize JIS applications.*

## Exclusions: “Requests not considered in the JIS IT Governance Process”

As IT requests are reviewed and evaluated as part of the new IT Governance process, certain types of requests will be excluded<sup>2</sup> from consideration:

- Data that does not need to be shared.
- Practices that are not common or shared.

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<sup>1</sup> Defining “baseline functionality” has been defined as an action item from the May 19, 2010 JISC Work Session.

<sup>2</sup> Exclusions may change due to the outcome of future discussion and decisions about centralization and decentralization.

## Criteria: “How to Choose”

JISC has identified the following high-level criteria to apply to IT requests. These criteria will be applied when deciding between competing IT requests and to ensure requests align with the priorities above.

- ✓ **Enhance Access** – provide better access to data and better access to Justice by facilitating the exchange of data between databases and systems and provide reporting that informs court stakeholders statewide.

### Characteristics

- *Support all court levels statewide (Data Exchanges, Reporting, Data, Images, e-Applications such as e-Filing, etc.)*

- ✓ **Improve Decision-making** – provide business tools to ensure all JIS users (the bench, clerks, administrators and others) are better able to make necessary and informed decisions and adhere to authorizing statutes, rules, policies and principles.

### Characteristics

- *Address all judicial roles: Bench, Clerks, Administrators, users/others*
- *Provide person-based information*
- *Compliance with RCW, WAC, Access to Justice Principles, JISC Rules, etc.*

- ✓ **Advance Performance** – enable measurable improvements to business processes provided by investments in automation of process and workflow. Qualitative improvements result in enhanced trust and better outcomes in the Judicial process.

### Characteristics

- *Process improvements (e.g., automated process / workflow)*
- *Qualitative measures (e.g., outcomes, trust)*
- *Reduced complexity*

- ✓ **Quantify Value** – measure impacts to overall Judicial process and user communities, through calculations such as Return on Investment (ROI), Cost Benefit Analysis (CBA), Total Cost of Ownership (TCO), etc.

### Characteristics

- *Quantifiable ROI, CBA, TCO, etc.*
- *Reduced Risk*

- ✓ **Adherence to JISC Standards** – established technology and data standards provide a consistent basis for making IT investment decisions and building a high-functioning, robust and cohesive technology and applications portfolio.

### Characteristics

- *Enterprise Architecture and Data standards, Buy/Build considerations, etc.*



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# ITG Request 005 – Email/Text Court Date Reminders

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Presented to the JISC for  
**Authorization** decision

## IT Governance Request #10-004:002

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Title	<b>Court Date Reminders</b>
Date	<b>06/01/2010</b>

## Request History

Contact Name	Status	Status Date	Other
Judge Steven Rosen	Initiated	04/15/2010	
Bill Cogswell AOC - ISD	Received	04/27/2010	
C. Kevin Ammons AOC - ISD	Analyzed	05/14/2010	
Bill Cogswell AOC - ISD	Comments, revisions	05/25/2010	
C. Kevin Ammons AOC - ISD	Analysis revised to include text messaging at the request of Judge Rosen	06/01/2010	
<i>Detail:</i>			

# Request Summary

## Business Challenge/Opportunity Detail

AOC – ISD received a customer request asking that:

***...AOC consider adding a court date reminder function to the website and/or JIS functionality so that criminal and traffic ticket defendants and witnesses can be programmatically emailed and/or text-messaged reminders of their upcoming court date.***

AOC – ISD has performed an initial analysis of this request. The following analysis assumes that this application would only be available to the Courts of Limited Jurisdiction. The analysis is divided into two sections. The first section deals with emailing court date reminders to defendants while the second deals with sending text messages with court date reminders to defendants.

### Section 1: Email Court Date Reminders to Defendants

This would create a process where emails would be sent to defendant’s email addresses stored in JIS on the person record. It would involve email addresses being collected at the time of citation, or later, and court employees subsequently entering the email addresses on page 2 of the person record. If no email address is entered, no email will be generated for that defendant.

A query would be designed to extract scheduled proceedings a specified number of days prior to the hearing date. A scheduled task or application would then submit the query, prepare and send an email, and log the action.

This analysis only addresses sending an email message to defendants; it does not address text messages.

### Sizing Estimate

AOC – ISD estimates that this approach would require:

Group	Hrs Required	Task
Maint- JIS	200 hrs	Modification to enable email
Maint-SCOMIS	0 hrs	
Maint-JCS	0 hrs	
Maint-eTicket	0 hrs	
Maint-Web	100 hrs	Design and build application
Info Access/DW	0 hrs	
Testers-JIS	40 hrs	Test application prior to release
Testers-SCOMIS	0 hrs	

Testers-JCS	0 hrs	
Testers-eTicket	0 hrs	
Testers-Web	40 hrs	Test application prior to release
Testers-InfoAccess/DW	0 hrs	
Documentation	40 hrs	Create documentation for new application
BA Analysis	10 hrs	
DBA Support	10 hrs	
Research	0 hrs	
JIS Education	10 hrs	
Project Management	50 hrs	
<b>Total</b>	<b>500 hrs</b>	

**Sizing Notes:**

1. Changes may be required to the uniform traffic citation and the eTicketing application. Those changes are not included in this estimate.
2. Any email address entered into JIS would become a matter of public record and subject to public disclosure.
3. Reporting requirements are not included in this analysis as they were not specified in the original request. If courts do wish to have reporting the sizing of that portion would be over and above the estimates provided here.
4. JIS currently supports sending proceeding notices via US Postal Service to defined case participants. See <http://inside.courts.wa.gov/index.cfm?fa=cntlManuals.showJisPage&manualid=userman&sectionid=202&folder=Calendaring&file=drcalendar-04> for more information on proceeding notifications.
5. Depending upon the specific solution selected, the effort required to gather requirements may significantly increase the estimate provided.
6. The estimate does not include ongoing maintenance and support costs.

The magnitude of work required to implement this alternative will require approval and prioritization by the JISC before AOC – ISD could schedule the request. The following open questions could impact the work effort required to complete the request.

**Open Questions and Issues:**

1. Will there be reporting requirements that were not specified in the original request?
2. Will courts be able to opt in or out of the process?
3. This approach will record the email address in the person record. Emails change frequently and are subject to input error. The reliability of email addresses in terms of actually notifying participants will be affected by these factors.

4. How many jurisdictions are interested in this type of service? In order to quantify the benefits that may come from this proposal, it would be important to estimate the adoption rate for courts.
5. Email messages have security vulnerabilities. Will there be any sensitive data included in the messages? Also, will any solution have to be approved by the Data Dissemination Committee?

## **Section 2: Text Message Court Date Reminders to Defendants**

AOC – ISD has determined that sending text messages to defendants is technically feasible, but cannot easily determine the solution that would best meet the business needs of the courts. A feasibility study will be required to provide the analysis necessary to select a technical solution.

**AOC – ISD estimates that the feasibility study would cost between \$5,000 and \$15,000. Work done by AOC to implement a feasible solution would be above and beyond that initial cost.**

Two distinct approaches are possible, but each presents questions and issues that require feasibility study to resolve. The two possible approaches are:

### **Option 1: “Push” Text Messages to Defendants**

In order to send a text message to a mobile telephone two pieces of information are required: the telephone number and wireless carrier. The wireless carrier information is needed as each carrier uses a different format for its domain name which in turn is used to receive text messages. When individual text messages are sent from a mobile telephone, only the telephone number is required as the sender’s wireless provider “looks up” the wireless provider in the Number Portability Administration Center’s database.

While the uniform infraction form and the uniform citation form have a space for the mobile phone number, it does not have a place to capture the wireless carrier. There are solutions possible to allow text messages to be sent without knowing the wireless carrier, but each presents difficulties that would need to be addressed.

### **Option 2: Defendants “Pull” Text Messages from [www.courts.wa.gov](http://www.courts.wa.gov)**

AOC – ISD could establish functionality on the public internet site similar to that available to attorneys. Defendants and witnesses could request a time-sensitive text message be sent to their mobile telephone. They would have to provide their mobile phone number, possibly their wireless carrier, and a unique identification number or the case number for which they wish to receive reminders. This approach would alleviate the issues surrounding the identification of the mobile phone provider.

An issue that will arise with this approach would be determining a unique identification number for defendants to use on the website. Possibilities for the number include the citation number, the case number, or the IN number. Each possibility would need to be

reviewed to find the best solution.

### Open Questions and Issues:

1. Most wireless carriers charge users for receiving text messages. Will defendants and witnesses need to be informed that text messages will be sent and charges may apply?
2. Will there be reporting requirements that were not specified in the original request?
3. Will there be a requirement for defendants to opt in or opt out of the service?
4. This approach will record the email address in the person record. Email addresses change frequently and are subject to input error. The reliability of email addresses in terms of actually notifying participants will be affected by these factors.
5. Many carriers aggressively block unsolicited text messages, aka spam, since messages are in some cases charged to the end user. Any solution selected by AOC – ISD may be blocked due to policies and procedures of some wireless carriers.
6. Many major carriers limit text messages to 160 characters, which includes the sender's email address, receiver's email address, subject line, punctuation, formatting characters and spaces. The following message is an example:

Receiver: [3601234567@messaging.sprintpcs.com](mailto:3601234567@messaging.sprintpcs.com)  
Sender: [process@courts.wa.gov](mailto:process@courts.wa.gov)  
Subject: Court Reminder  
Body: You have an appearance in the Black Diamond Muni Court on May 22, 2010 at 3 PM in room 12.

The portions that would make the message are highlighted in yellow and are 167 characters long. This message would be truncated on many systems. On other systems, it would be broken into two messages, thereby doubling the cost of receiving the message.

7. How many jurisdictions are interested in this type of service? In order to quantify the benefits that may come from this proposal, it would be important to estimate the adoption rate for courts.
8. Changes may be required to the uniform traffic citation and the eTicketing application. Those changes are not included in this estimate.
9. Any text mobile telephone number entered into JIS would become a matter of public record and subject to public disclosure.
10. Reporting requirements are not included in this analysis as they were not specified in the original request. If courts do wish to have reporting the sizing of that portion would

be over and above the estimates provided here.

11. JIS currently supports sending proceeding notices via US Postal Service to defined case participants. See <http://inside.courts.wa.gov/index.cfm?fa=cntlManuals.showJisPage&manualid=userman&sectionid=202&folder=Calendaring&file=drcalendar-04> for more information on proceeding notifications.  
Depending upon the specific solution selected, the effort required to gather requirements may significantly increase the estimate provided here.
12. Text messages have security vulnerabilities. Will there be any sensitive data included in the text messages? Also, will any solution have to be approved by the Data Dissemination Committee?

**Communities Impacted**

District and Municipal Court Administrators, District and Municipal Court Judges, AOC and the public.

**AOC Analysis & Specifications**

<i>System Problem</i>	<i>Change/Enhancement</i>	<i>New System</i>	<i>Mandated</i>	
<b>NO</b>	<b>YES</b>	<b>NO</b>	<b>NO</b>	
<i>Preliminary Analysis Completed</i>	<i>Alternatives Analyzed</i>	<i>Aligns w/ Enterprise Architecture</i>	<i>Aligns with Standards</i>	<i>Risk Assessment Completed</i>
<b>YES</b>	<b>NO</b>	<b>TBD</b>	<b>TBD</b>	<b>NO</b>
<i>Cost Benefit Analysis</i>	<i>Return on Investment</i>	<i>Feasibility Study Required</i>		
<b>TBD</b>	<b>TBD</b>	<b>YES</b>		
Potential Systems Affected:	www.courts.wa.gov			
High Level Requirements:	TBD			

Email/Text Court Date Reminders

**Request Detail**

**Requestor Name:**

Ammons, Kevin

**Origination Date:**

07/22/2010

**Requestor Email:**

[kevin.ammons@courts.wa.gov](mailto:kevin.ammons@courts.wa.gov)

**Requestor Phone:**

360-704-4085

**Recommended Endorser:**

District and Municipal Court  
Judges' Association

**Request Status:**

Awaiting Authorization

**Request Type:**

Change or Enhancement

**Which Systems are affected?**

Judicial Information System (JIS)

**Business Area:**

Other

**Communities Impacted:**

CLJ Judges  
CLJ Managers

**Impact if not Resolved:**

Medium

**Request Attachments**

[Email-Text Reminders Original Request.pdf](#)

**What is the Business Problem or Opportunity**

\*\*\*Important Note\*\*\* This request was originally submitted as part of a pilot of the IT Governance process. The processing of this request took place before the IT Governance Portal was developed. As such, the information related to this request is being included in the portal for completeness. The history entries in this record are not indicative of either the actual processing dates or the bodies that performed the various steps of the governance process. \*\*\*The original request follows\*\*\* AOC should consider adding a court date reminder function to the website and/or JIS functionality so that criminal and traffic ticket defendants and witnesses can be programmatically emailed and/or text-messaged reminders of their upcoming court date.

**Expected Benefit:**

By implementing this request, courts could significantly reduce Failure to Appear issues at all courts. This would, in turn, reduce costs and inefficiencies associated with issuing warrants, rescheduling proceedings, and other functions.

**Any Additional Information:**

This request was initiated on April 15, 2010 by Judge Steven Rosen of Black Diamond Municipal Court.

**Endorsement Detail**

**Endorsing Committee**

District and Municipal Court  
Judges' Association

**Endorser Name:**

Ammons, Kevin

**Origination Date:**

07/27/2010

**Endorser Email:**

[kevin.ammons@courts.wa.gov](mailto:kevin.ammons@courts.wa.gov)

**Endorser Phone:**

360-704-4085

**Endorsing Action:**

Endorsed

**Endorser's Explanation and Comments**

\*\*\*Important Note\*\*\* This request was originally submitted as part of a pilot of the IT Governance process. The processing of this request took place before the IT Governance Portal was developed. As such, the information related to this request is being included in the portal for completeness. The history entries in this record are not indicative of either the actual processing dates or the bodies that performed the various steps of the governance process.\*\*\* This request was endorsed by the DMCJA on April 15, 2010.

**Endorsement Detail**

**Endorsing Committee**

District and Municipal Court  
Judges' Association

**Endorser Name:**

Ammons, Kevin

**Origination Date:**

07/27/2010

**Endorser Email:**

[kevin.ammons@courts.wa.gov](mailto:kevin.ammons@courts.wa.gov)

**Endorser Phone:**

360-704-4085

**Endorsing Action:**

Endorsed

**Endorser's Explanation and Comments**

\*\*\*Important Note\*\*\* This request was originally submitted as part of a pilot of the IT Governance process. The processing of this request took place before the IT Governance Portal was developed. As such, the information related to this request is being included in the portal for completeness. The history entries in this record are not indicative of either the actual processing dates or the bodies that performed the various steps of the governance process.\*\*\* This request was endorsed by the DMCJA on April 15, 2010.

**AOC Analysis Detail**

**Analysis Date:** 09/09/2010

**Request Rationale:**

**Key Business Objectives:**

**Email/Text Court Date Reminders**

<b>Aligns with JIS Business Priorities, IT Strategies &amp; Plans:</b>	Yes
<b>Aligns with applicable policies and with ISD Standards:</b>	Yes
<b>Breadth of Solution Benefit:</b>	Wide
<b>Cost Estimates</b>	
<b>Cost Benefit Analysis Complete?</b>	No
<b>Cost to Implement?</b>	Uncertain
<b>Positive Return on Investment?</b>	No
<b>Projected Maintenance cost?</b>	Uncertain
<b>Feasibility Study needed?</b>	Yes
<b>Court Level User Group</b>	
Multi-level CLUG	

The original request from Judge Rosen asked for both email and text messaging. Judge Rosen and the DMCJA later clarified that their primary request was for sending text message reminders to defendants.

**Benefits and Business Value:**

Adding text message reminders has the potential to reduce Failure to Appear (FTA) issues at the affected courts. It would also reduce the effort spent on processes to deal with the FTAs.

**AOC Analysis - Proposed Solution**

AOC does not have the expertise required to determine the best approach to deliver the functionality requested.

**AOC Analysis - Proposed Approach**

A feasibility study is required.

**Additional Court Communities Affected**

Superior Court Judges  
County Clerks  
Superior Court Administrators

**AOC Analysis Attachments**

[10-04 002 ITG - Court Date Reminders - Email and Text.pdf](#)

**Confirmation of Endorsing Action Detail**

<b>Endorsing Committee</b>	District and Municipal Court Judges' Association
<b>Endorser Name:</b>	Marin, Vicky, on behalf of Judge R.W. Buzzard
<b>Origination Date:</b>	11/19/2010
<b>Endorser Email:</b>	<a href="mailto:vicky.marin@courts.wa.gov">vicky.marin@courts.wa.gov</a> <a href="mailto:rw.buzzard@mail.courts.wa.gov">rw.buzzard@mail.courts.wa.gov</a>
<b>Endorser Phone:</b>	(360) 704-4068

**Endorsing Action:** Endorsed

**Endorser's Explanation and Comments**

The DMCJA confirms endorsement of Section 1 of the request, as analyzed by AOC, for email court date reminders to defendants. The DMCJA will consider Section 2, text messaging court date reminders to defendants, at its December 10, 2010 meeting.

On December 10, 2010, the DMCJA confirmed endorsement of Section 2 of the request: Text Message Court Date Reminders to Defendants.

**Court Level User Group Decision Detail**

<b>CLUG</b>	Multi-level CLUG
<b>Chair of Group</b>	Rich Johnson
<b>Date of Decision</b>	02/16/2011
<b>Decision</b>	
<b>Approving Authority</b>	CIO
<b>Decision to Recommend for Approval</b>	Forwarded to the approving authority without recommendation

Scoring Detail	Score / Possible
<b>Business Value</b>	5 / 10
<b>Relative Priority</b>	3 / 10
<b>Cost</b>	3 / 5
<b>Complexity/Level of Effort</b>	5 / 10
<b>Risk</b>	3 / 5
<b>Benefit / Impact</b>	3 / 5
<b>Impact of Doing Nothing</b>	1 / 5
<b>Total Score</b>	23 / 50

**Pros & Cons (if vote is not unanimous)**

## MCLUG Positions on ITG # 005

### Pros for whole request

- This request is reflective of societal changes in the delivery and notice of information moving away from delivery of mailed to electronic noticing. Along with society, Courts are allowing, and even requiring, electronic filing of certain pleadings and notice.

This request acknowledges those changes and expectations and create inefficiencies by decreasing FTA rates. – Cynthia Marr (DMCMA) and Lynne Jacobs (DMCJA)

### Cons for whole request

- This request is outside the scope of JISC responsibilities under chapter 2.68 RCW and the JISC rules. – Judge Wynne (SCJA and Data Dissemination)

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### Pros for part 1 (Email)

None submitted

### Cons for part 1 (Email)

- None submitted

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### Pros for part 2 (Text)

- I was cautioned by Judge Wynne's questioning the authority to address the issue and feel that needs resolution. I do not have the technology savvy to know if emails and texting are Washington's new method of common communication but reaching a vast number of people to enhance the efficiency of CLJ's makes it worth the consideration (for feasibility study at least.) That and having such ability may become a tool for other court function uses as yet undetermined. For that reason I supported the feasibility study. That and the estimated cost. (However the cost forecasted for the feasibility study seemed very low compared with the others JISC has considered. ) - William Holmes (WAJCA)

### Cons for part 2 (Text)

- None submitted

### Additional Notes

After this request was endorsed and sent to the MCLUG, the initiator of the request, Judge Rosen stated that he was not interested in pursuing the email portion of the request, which is section 1 of the request. The MCLUG members voted on both parts of the request and were not unanimous in voting on either portions of the request or on the request as a whole.

### Section 1 Email average score for request was 19 out of 50 with a low priority

**Section 2 Email average score for request was 18 out of 50 with a low priority**

**However the overall scores submitted on the top are the averaged scores for BOTH sections of the request together.**



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# **ITG Request 027 – SMC – AOC Data Exchange**

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Presented to the JISC for  
**Authorization** decision

## **Analysis of IT Governance Request #027 – SMC AOC Data Exchange Solution**

### **Request:**

Currently, Seattle Municipal Court (SMC) sends its Criminal Cases and dispositions to the AOC, which allows other State courts the ability to retrieve SMC Case history within the appropriate AOC systems. Since SMC staff utilizes a separate case management system, Municipal Court Information System (MCIS), they must perform defendant research in both MCIS and the appropriate state systems such as Judicial Access Browser System (JABS) and Judicial Information System (JIS) in order to gather defendant criminal history.

Currently, SMC infractions are not submitted to the AOC, though SMC does send them to the Department of Licensing and the Washington State Patrol. The Court desires to work with the AOC to develop a data exchange, which would expand the current SMC/AOC data exchange to include infractions and develop a new data exchange with the AOC that would allow for the retrieval of SMC defendant criminal history.

Additional information was provided by Sam Kurle of SMC. Meeting the needs of the CLJ's to see SMC's active data that maps to JIS data could be accomplished by SMC working with AOC staff to do a mapping exercise to identify the data.

In order to meet the needs of the SMC, AOC will investigate providing an interface with JAB's for SMC to use (they have offered to assist AOC if needed with the JAVA). SMC needs to investigate using their application to interface with the new JABS web service.

### **Summary of Analysis:**

SMC needs to have seamless interaction to the application within MCIS, i.e. no logon is needed to access JABS; it is done through the MCIS application. This would have to be approved by the AOC Security Architect, or a security solution would have to be developed. Once logged on to SMC application query information will be passed to the JABS application and returned to the MCIS graphical user interface (GUI). The other CLJ's want to see everything about an SMC case that they currently see on a JIS case; currently SMC only sends domestic violence and closed cases to JIS. They want to see open cases from SMC. AOC currently receives a nightly load of closed cases from SMC with limited data. AOC can enhance the existing nightly SMC process to meet the expanded data needs of the other CLJ courts. This is not really a data exchange in a true sense. They are two separate one way information requests. One is for court staff submitting a query for information from AOC in real time. The other is doing a nightly batch load of SMC data to AOC. AOC would not be sending any data to another system; instead AOC would be enhancing the AOC database with SMC data that is being viewed through the use of existing AOC court applications.

### **Sizing:**

The following estimate is based upon the best available information and does not include cost or effort estimates for on-going maintenance of the enhancement. This analysis was approved by the Administrative Office of the Court's (AOC) Operations Control Board on March 31st, 2011.

This enhancement would be accomplished by AOC’s internal resources. The systems affected by the change would be: JIS and JABS. If this request is recommended by the court level user group, this request will proceed to the Judicial Information Systems Committee for authorization.

AOC estimates that this project would take 6 – 12 months to complete, depending on the final solution design. This is an estimate of the duration of the project from the date work would begin on the project until final implementation.

<b>Group</b>	<b>Hours</b>	<b>Tasks</b>
Court Education	60	Possible documentation and training changes
Business Analysis	20	Confirmation of business needs
Architecture	50	Produce solution design and oversight
Maintenance (COBOL, Natural, Java)	800	Develop solution*
Data Warehouse	40	Analysis of SMC and AOC data compatibility
Quality Assurance	320	Testing *
Project Management	137	Manage project *
<b>Total</b>	<b>1427 hours (+/- 40%)</b>	
<b>* Development time is dependent on reusability of existing code. Estimate assumes little reusability of code.</b>		

*ISD staff costs average \$76 per hour. Contractor staff generally costs \$120 - \$150 per hour.*

**Business Impacts:**

The benefit to SMC would be a reduction in defendant research times by not being required to examine data in two separate systems. The benefit to the non-SMC courts would be the availability of more detailed SMC data.

**Proposed Solution:**

In order to meet SMC needs, AOC will develop and implement a secure pass through of login and data request from the MCIS view only GUI to the JABS application.

In order to meet the CLJ needs, AOC will enhance the existing nightly SMC process to meet the expanded data needs of the other CLJ courts. An analysis of the data is required and a joint data mapping effort between SMC and AOC analysts to determine the compatibility and quantity of the data involved. A new process will be developed and implemented to load data into the production database tables instead of the existing archive tables. The existing programs/processes that currently do a nightly load to archive tables will now load production tables instead. AOC will reuse as much of the current process/code as possible to shorten the development of the new process once the SMC data has been mapped to AOC production tables.

**Assumptions:**

1. We can repurpose existing programs to shorten development.

**Risks:**

1. Availability of AOC and SMC IT staff could significantly impact the duration of this project.

THE MUNICIPAL COURT OF SEATTLE

Fred Bonner  
Presiding Judge



April 6, 2011

The Honorable Stephen Brown, President  
District and Municipal Court Judges' Association  
Grays Harbor County District Court  
102 W. Broadway Avenue, Room 202A  
Montesano, WA 98563-3621

Dear Judge Brown,

I understand that the DMCA will consider Seattle Municipal Court's technology request to establish a two-way data exchange between our MCIS database and the JIS system (AOC - IT request #27)

For sometime now, courts have lacked the ability to access defendant information contained in our MCIS case management system. Even though we have created our Court Public Information portal, this access point is not seamlessly integrated with the DISCIS application, and requires non-SMC judges to open multiple windows to secure information. Once the requested AOC data exchange is created, courts will have access to MCIS criminal, civil, and infraction data.

As presiding judge, I strongly encourage the DMCA to support this initiative as a high priority.

Sincerely,

  
Fred Bonner  
Presiding Judge

c: SMC Judges  
Yolande E. Williams, Court Administrator  
Sam Kurle, Director, Court Technology

SMC AOC Data Exchange

**Request Detail**

<p><b>Requestor Name:</b> Kurle, Sam</p> <p><b>Origination Date:</b> 08/31/2010</p> <p><b>Requestor Email:</b> <a href="mailto:sam.kurle@seattle.gov">sam.kurle@seattle.gov</a></p> <p><b>Requestor Phone:</b> 206-615-1034</p> <p><b>Recommended Endorser:</b> District and Municipal Court Judges' Association</p>	<p><b>Request Status:</b> Awaiting Authorization</p> <p><b>Request Type:</b> Change or Enhancement</p> <p><b>Which Systems are affected?</b> Judicial Information System (JIS) Superior Court Management Information System (SCOMIS) Data Warehouse Judicial Access Browser System (JABS) Case and Criminal History (CACH) Other</p> <p><b>Business Area:</b> Records Management</p> <p><b>Communities Impacted:</b> Appellate Court Judges Appellate Court Clerks Superior Court Judges County Clerks Superior Court Administrators CLJ Judges CLJ Managers State Agencies</p> <p><b>Impact if not Resolved:</b> Medium</p>
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**What is the Business Problem or Opportunity**

Currently, the Seattle Municipal Court (SMC) send its Criminal Cases and dispositions to the AOC, which allows other State courts the ability to retrieve SMC Case history within the appropriate AOC systems. Since SMC staff utilize a separate case management system (MCIS), they must perform defendant research in both MCIS and the appropriate state systems (JABS, DISCIS) in order to gather defendant criminal history.

Currently, SMC infractions are not submitted to the AOC, though we do send them to DOL & WSP.

The Court desires to work with the AOC to develop a two-way data exchange, which would expand the current SMC/AOC data exchange to include infractions and develop a new data exchange with the AOC that would allow for the retrieval of SMC defendant criminal history into the SMC case management system.

**Expected Benefit:**

The benefit to SMC would be a reduction in defendant research times by not being required to use two separate systems.

The benefit to the non-SMC courts would be a reduction in defendant research times by not being required to use two separate systems.

**Endorsement Detail**

<p><b>Endorsing Committee</b> District and Municipal Court Judges' Association</p> <p><b>Endorser Name:</b> Buzzard, R W</p> <p><b>Origination Date:</b> 11/03/2010</p> <p><b>Endorser Email:</b> <a href="mailto:rw.buzzard@lewiscountywa.gov">rw.buzzard@lewiscountywa.gov</a></p> <p><b>Endorser Phone:</b> 360-740-1281</p>	<p><b>Endorsing Action:</b> Endorsed</p> <p><b>Endorser's Explanation and Comments</b> DMCJA spoke with requestor and a full two way exchange of smc data and aoc data to be explored.</p>
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**AOC Analysis Detail**

<b>Analysis Date:</b>	03/31/2011
<b>Request Rationale</b>	
<b>Aligns with JIS Business Priorities, IT Strategies &amp; Plans:</b>	Yes
<b>Aligns with applicable policies and with ISD Standards:</b>	Yes
<b>Breadth of Solution Benefit:</b>	Wide
<b>Cost Estimates</b>	

**Key Business Objectives:**

**Currently, SMC infractions are not submitted to the AOC, though SMC does send them to the Department of Licensing and the Washington State Patrol. The Court desires to work with the AOC to develop a data exchange, which would expand the current SMC/AOC data exchange to include infractions and develop a new data exchange with the AOC that would allow for the retrieval of SMC defendant criminal history.**

**SMC AOC Data Exchange**

**Cost to Implement?** 1427 hours  
**Projected Maintenance cost?** Unknown  
**Feasibility Study needed?** No  
**Court Level User Group**  
 Courts of Limited Jurisdiction

**Benefits and Business Value:**

**The benefit to SMC would be a reduction in defendant research times by not being required to examine data in two separate systems. The benefit to the non-SMC courts would be the availability of more detailed SMC data.**

**AOC Analysis - Proposed Solution**

**In order to meet SMC needs, AOC will develop and implement a secure pass through of login and data request from the MCIS view only GUI to the JABS application.**

**In order to meet the CLJ needs, AOC will enhance the existing nightly SMC process to meet the expanded data needs of the other CLJ courts. An analysis of the data is required and a joint data mapping effort between SMC and AOC analysts to determine the compatibility and quantity of the data involved. A new process will be developed and implemented to load data into the production database tables instead of the existing archive tables. The existing programs/processes that currently do a nightly load to archive tables will now load production tables instead. AOC will reuse as much of the current process/code as possible to shorten the development of the new process once the SMC data has been mapped to AOC production tables.**

**AOC Analysis - Proposed Approach**

See attached analysis.

**AOC Analysis Attachments**

- [Analysis of ITG Request 027 - SMC Data Exchange.pdf](#)
- [Support Letter from Seattle Muni Pres Judge.pdf](#)

**Confirmation of Endorsing Action Detail**

**Endorsing Committee**  
 District and Municipal Court Judges' Association  
**Endorser Name:**  
 Marin, Vicky, on behalf of the District and Municipal Court Judges' Association  
**Origination Date:**  
 04/08/2011  
**Endorser Email:**  
[vicky.marin@courts.wa.gov](mailto:vicky.marin@courts.wa.gov)  
**Endorser Phone:**  
 360-704-4068

**Endorsing Action:** Endorsed  
**Endorser's Explanation and Comments**  
 The DMCJA requests that the data exchange include as much information from Seattle Municipal Court as practicable.

**Court Level User Group Decision Detail**

SMC AOC Data Exchange

<b>CLUG</b>	Courts of Limited Jurisdiction	<b>Scoring Detail</b>	<b>Score / Possible</b>
<b>Chair of Group</b>	Cynthia Marr	<b>Business Value</b>	9.4 / 10
<b>Date of Decision</b>	04/14/2011	<b>Relative Priority</b>	9.1 / 10
<b>Decision</b>		<b>Cost</b>	3.3 / 5
<b>Approving Authority</b>	JISC	<b>Complexity/Level of Effort</b>	5 / 10
<b>Decision to Recommend for Approval</b>	Unanimously recommended to the approving authority	<b>Risk</b>	3.9 / 5
<b>Request Importance</b>	High	<b>Benefit / Impact</b>	4.6 / 5
<b>Request Priority</b>	1	<b>Impact of Doing Nothing</b>	3.7 / 5
		<b>Total Score</b>	39 / 50

## IT Governance Update

The first governance requests have been authorized by the JISC. There are currently 11 JIS IT Governance requests that are scheduled or in-progress, with 8 additional requests authorized for work but not yet scheduled.

### Completed JIS IT Requests

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#### 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

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#### 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

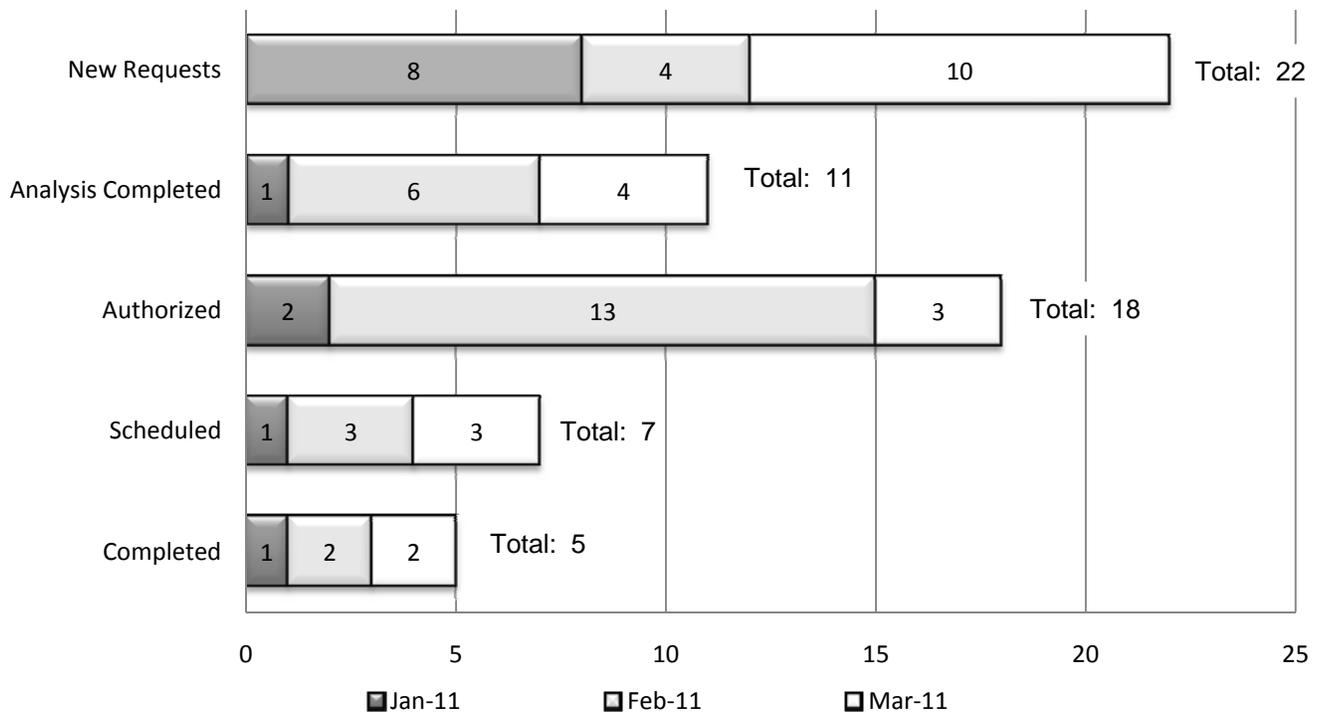
**Schedule:** Jan 5 – Mar 31, 2011

**Final Delivery Date:** Mar 7, 2011

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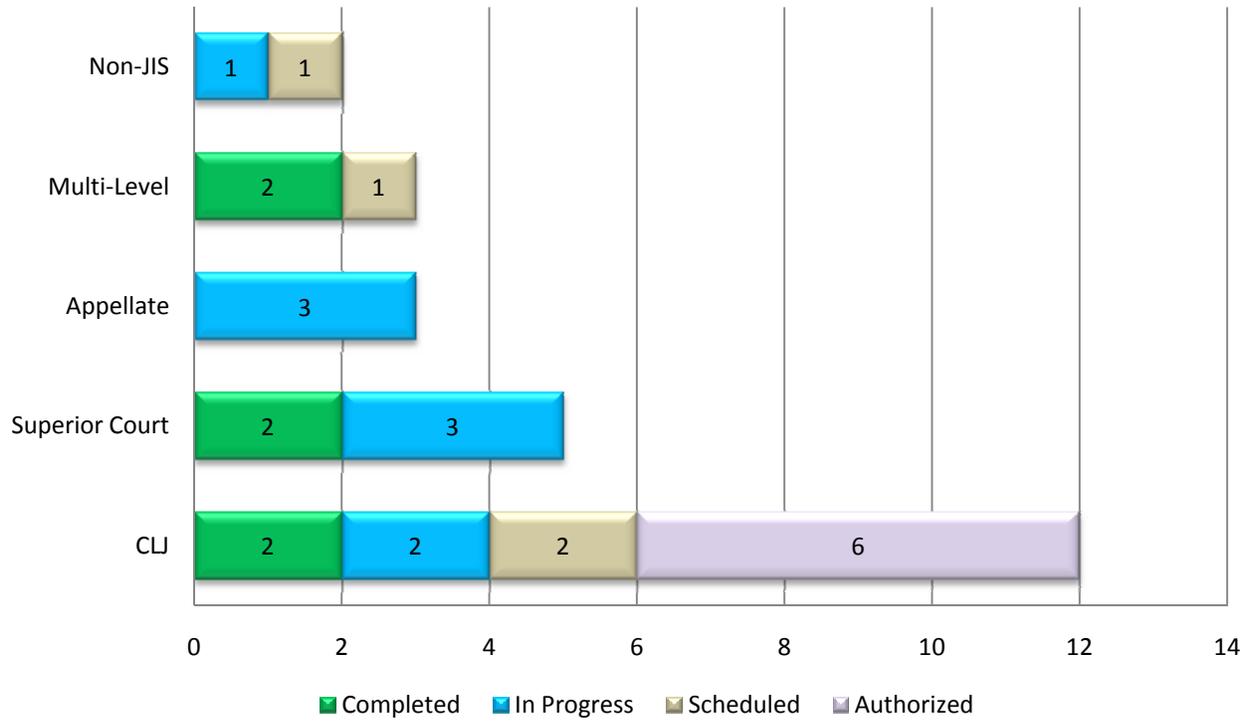
## Requests Completing Key Milestones

Last three months



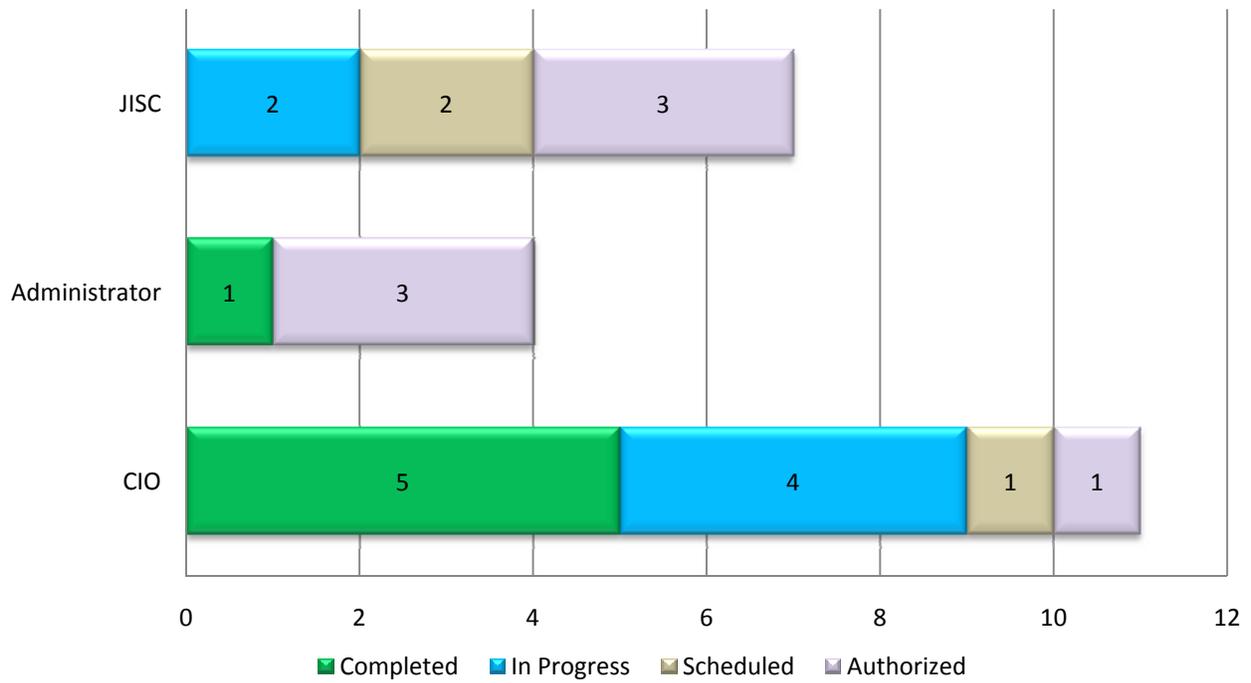
# Requests Status by CLUG

Since ITG Inception



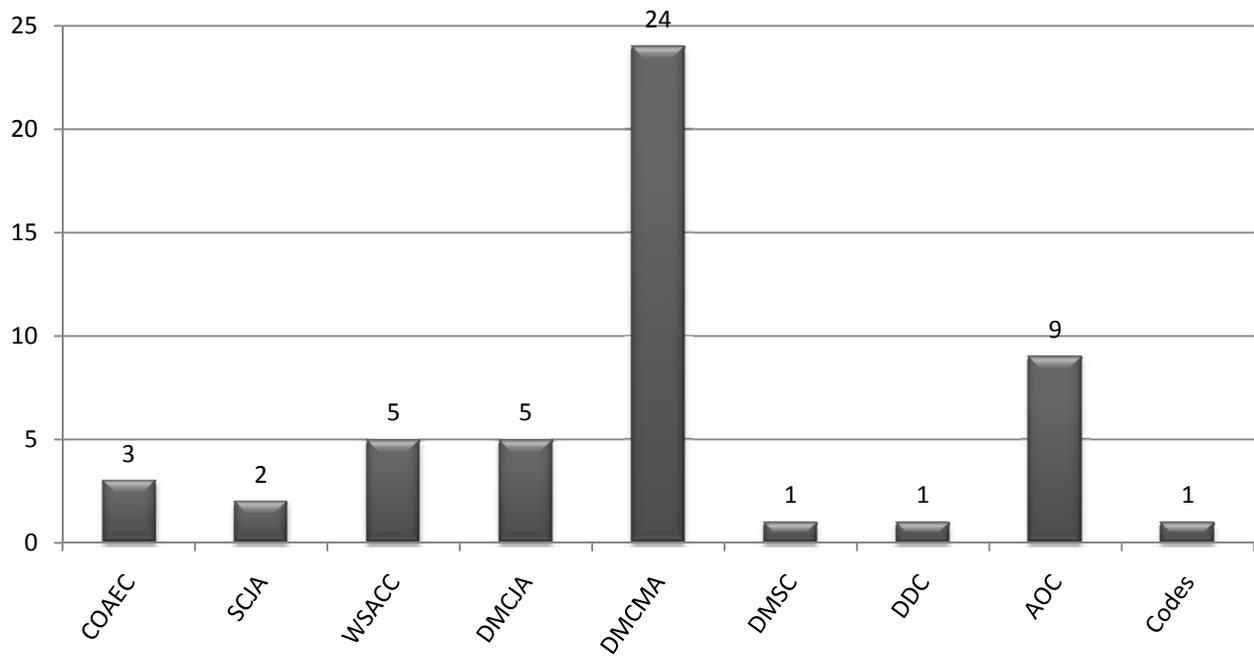
# Request Status by Authorizing Authority

Since ITG Inception



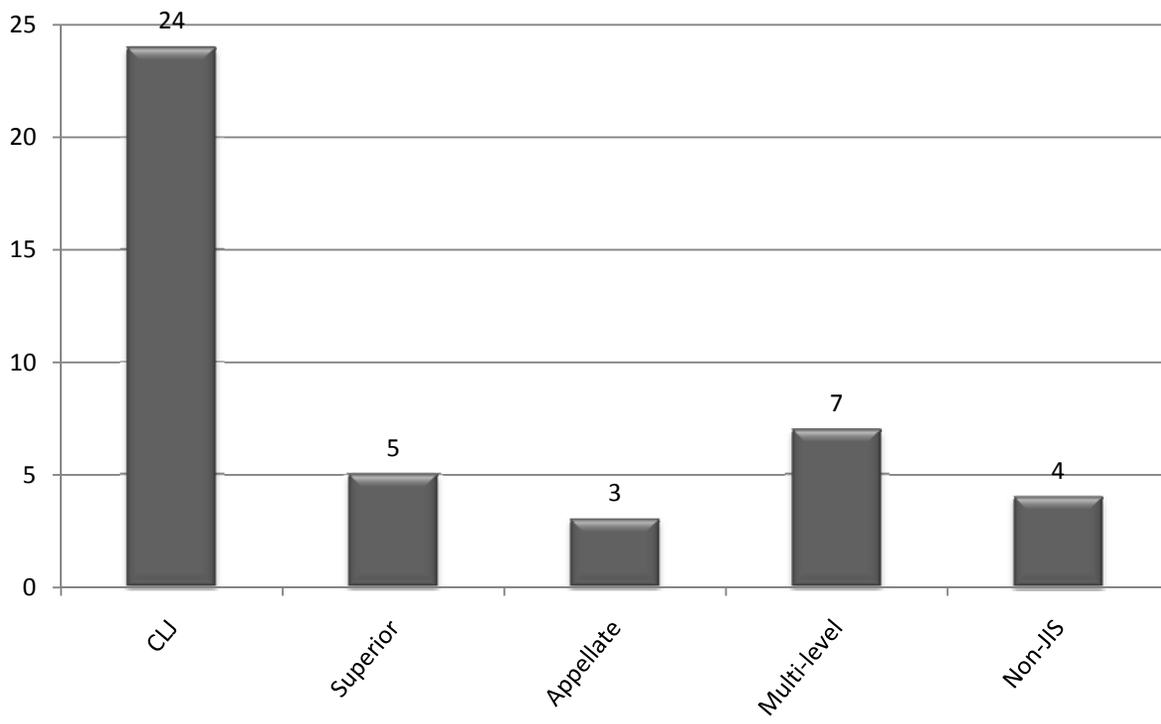
## Active Requests by Endorsing Group

Since ITG Inception



## Active Requests by CLUG

Since ITG Inception



# Scheduled ITG Request Overview

Current as of 04/15/11

	April	May	June	July	August	September
<b>Web</b>	006 – Court Interpreter Database					
		066 – Update RightNow APIs				
<b>ACORDS</b>						
<b>JIS</b>	039 – Prevent Charges				041 – CLJ Archiving	
		058 – Allow Warrants to Print on Plain Paper				
<b>JRS</b>	050 – JRS Windows 7 Compatibility Upgrade and 050 – JRS Electronic Journaling					
<b>Other</b>	002 – Superior Courts Case Management System Feasibility Study				009 – Accounting in EDW	
	028 – Parking and VRV Case Management Solution Feasibility Study					
	045 – Appellate Electronic Filing Feasibility Study					

### Schedule Status Based on Current Project Baseline



# **Vehicle Related Violations (VRV) Status Update**

May 6, 2011



# Record Management System (RMS) issues affecting VRV

- Department of Information Services (DIS) is the lead Agency for the RMS project
  - One of the outcomes of the project is an upgraded Justice Information Data Exchange (JINDEX)
- DIS resources are dedicated to the RMS project
- VRV project is dependent on DIS resources and the JINDEX upgrade
- Due to circumstances outside AOC control:
  - System testing continues to experience delays
  - The May 9<sup>th</sup> implementation date is at risk
  - The probable implementation date is end of May

# Record Management System (RMS) issues affecting VRV continued

- AOC's concerns have been escalated to the Washington Traffic Safety Commission (WTSC)
- WTSC is committed to addressing the courts' needs for VRV onboarding
- DIS has established a post-RMS JINDEX Prioritization:
  - Release 1 Aug. 2011 VRV – Tier 1 (Lakewood, Issaquah, Kirkland)
  - Release 2 Sep. 2011 RMS – LEA (to be determined)
  - Release 3 Oct. 2011 VRV – Tier 2 (Fife, Lynnwood, Tacoma)

# VRV Current Status

- April 14<sup>th</sup> VRV Tier 1 meeting  
(Kirkland, Issaquah, Lakewood)
  - Positive meeting getting refocused on the VRV Pilot
  - Each court reported on on-board readiness
  - Reviewed data exchange portal, including the new content
  - Discussed roles and responsibilities for on-boarding courts
  - Plan next steps

# Next steps

- Courts need to work with their Information Technology (IT) providers to plan their projects
- AOC will host regular bi-weekly meetings with Courts and IT staff to:
  - communicate,
  - collaborate, and
  - monitor schedules
- AOC is working with Judicial Services Division (JSD) Line 1 support and ISD staff on the VRV Operations Plan
- AOC will continue to coordinate and report on the RMS project



# **Superior Court Data Exchange Project Status**

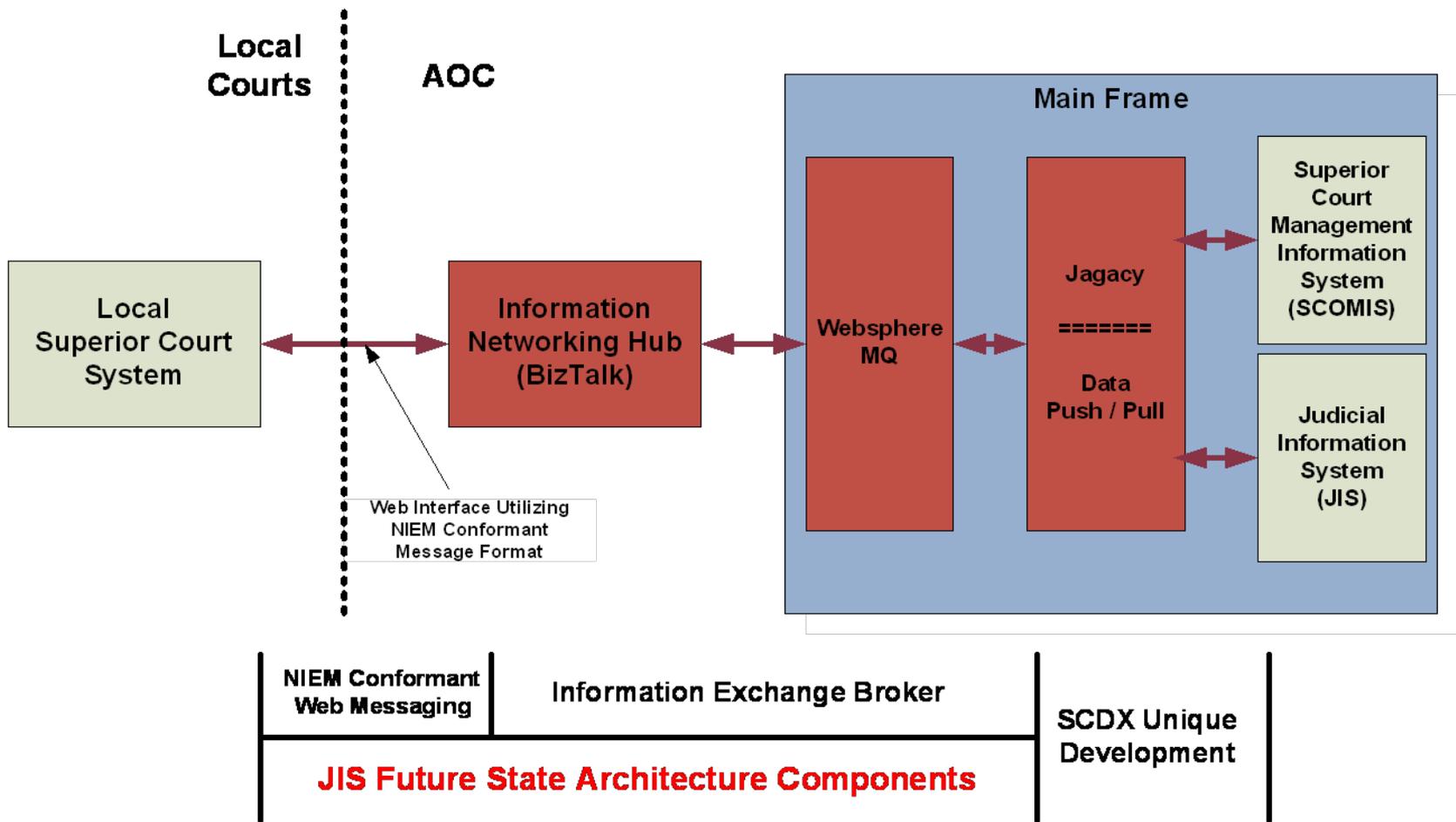
**May 6, 2011**

# Superior Court Data Exchange Project

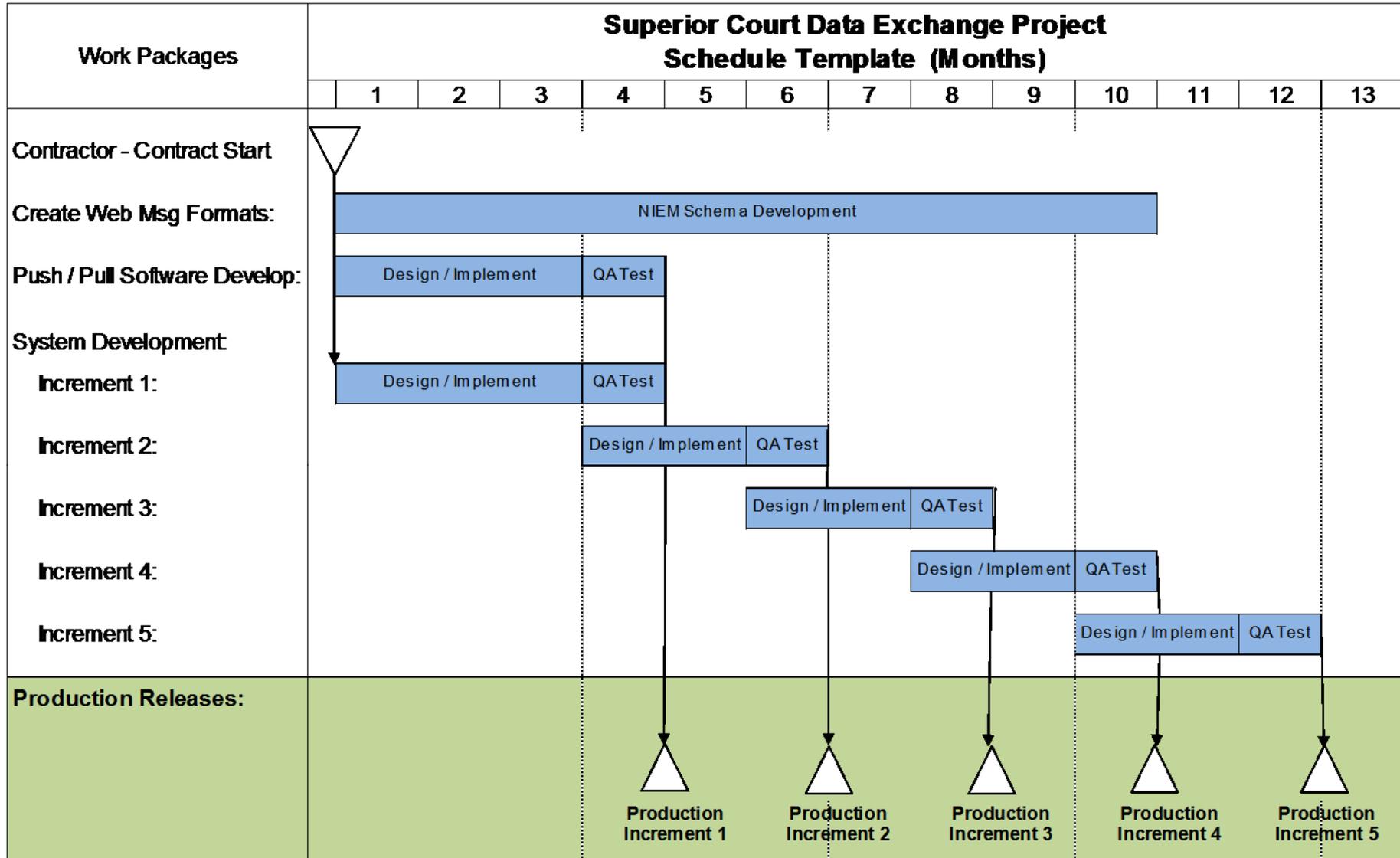
## Project Plan:

- Deploys a Data Exchange that can be used by all local Superior Court systems:
  - Delivers (58) Superior Court Data Exchange (SCDX) services via National Interface Exchange Model (NIEM) conformant web messaging.
- Implements a data push/pull solution to access Superior Court services to avoid SCOMIS/JIS redesign.
- Issue an RFP to select a Vendor to perform project development

# Superior Court Data Exchange Planned – System Architecture



 - Color denotes areas of development



**Note:** The project will be deployed in (5) production releases with each Increment representing approximately 20% of the work. Each Increment will deliver a set of production ready Superior Court Data Exchange (SCDX) Services.

# Superior Court Data Exchange Project

## Current Status:

- Completed Request for Quotes and Qualifications (RFQQ) solicitation for a web messaging expert:
  - Soos Creek Consulting was the selected Vendor
  - Soos Creek Consultant started April 25
- Acquired additional project team resource started April 4
- Completed detailed documentation for Superior Court Data Exchange Production Increment 1. Documentation includes:
  - Business Capability Document
  - Data Model Diagram
  - Mapping Spreadsheets – Business & Web Message
  - Functional Specification
  - Web Messaging Format Documentation (Interface Exchange Packaging Documentation - IEPDs)

# Superior Court Data Exchange Project

## Current Status (Cont'd):

- Met with DMSC and reviewed current project status & planned next steps
- Completed the RFP for a development contractor to implement the Superior Court Data Exchange:
  - Includes all detailed Production Increment 1 Documents
  - Subsequent detailed Production Increment documents will be provided post contract award.
  - Scheduled RFP release by May 5

# Superior Court Data Exchange Project

## Next Steps:

- Evaluate Vendor proposals and select Vendor to complete SCOMIS Data Exchange development
- Establish a contract with development contractor
- Begin detailed implementation planning with selected contractor



**Attachment 1:            SCOMIS Data Exchange Project  
Production Increment 1  
SCOMIS Services**



#	Service Name	Description	SCDX Project Prod Increment	LINX System Priority
1	AocDxCaseDocketSuperiorAdd	Add Docket Entry supports the ability for a Superior Court to submit a docket entry from their local system to SCOMIS. A docket entry describes an event in the case which is usually associated with a court instrument. Docket entries are appended to the end of the docket for the case.	1	1
2	AocDxCaseDocketSuperiorDelete	Delete Docket Entry supports the ability for a Superior Court to delete a specified docket entry for a specified case number. All sub-dockets or continuation lines will be deleted.	1	1
3	AocDxCaseDocketSuperiorInsert	Insert Docket Entry supports the ability for a Superior Court to insert a new docket entry into a specific location in a case's docket.	1	1
4	AocDxCaseDocketSuperiorUpdate	Update Docket Entry supports the ability for a Superior Court to update an existing docket entry.	1	1
5	AocDxCaseDocketSuperiorGet	Get Case Docket supports the ability to query Superior Court case management data, based upon provided Case Docket information and returns the requested case management records with unique Docket Row Token identifier.	1	1
6	AocDxCaseCompletionSuperiorDelete	Delete Case Completion supports the ability for a Superior Court to remove any existing Case Completion data on file for the identified case. This capability resets the Case Completion Date and Case Completion Code fields to empty values. This capability is limited to case types 1-8. Judgment cases are handled through the Update Judgment Status business capability.	1	2
7	AocDxCaseCompletionSuperiorUpdate	Update Case Completion supports the ability for a Superior Court to utilize one of two key concepts used by case management and caseload statistical reporting: Completion. Completion means that all dispositive documents have been filed with the clerk. A case must be resolved before it can be completed, but in some cases a case can be resolved and completed at the same time.	1	2
8	AocDxCaseResolutionSuperiorDelete	Delete Case Resolution supports the ability for a Superior Court to remove any existing Case Resolution data on file for the identified case. This capability resets the Case Resolution Date and Case Resolution Code fields to empty values.	1	2
9	AocDxCaseResolutionSuperiorUpdate	Update Case Resolution supports the ability for a Superior Court to utilize one of two key concepts used by case management and caseload statistical reporting: Resolution. Resolution means that all issues for all parties in the case have been settled. This capability is limited to case types 1-8. Judgment cases are handled through the Update Judgment Status business capability.	1	2



#	Service Name	Description	SCDX Project Prod Increment	LINX System Priority
10	AocDxCaseSuspendedStatusHistorySuperiorAdd	Add Case Status History supports the ability for a Superior Court to add a case suspended status to an active SCOMIS case, types 1-8. Judgment case status is not supported by this capability. Use the Update Judgment Status capability.	1	2
11	AocDxCaseSuspendedStatusHistorySuperiorDelete	Delete Case Status History supports the ability for a Superior Court to remove a status history entry for an active SCOMIS case, types 1-8. Judgment case status is not supported by this capability. Use the Update Judgment Status capability.	1	2
12	AocDxCaseSuspendedStatusHistorySuperiorUpdate	Update Case Status History supports the ability for a Superior Court to manually update the suspended status for active SCOMIS cases, types 1-8. Judgment case status is not supported by this capability. Use the Update Judgment Status capability.	1	2
13	AocDxCaseSuperiorCivilFile	File Civil Case supports the ability for a Superior Court to file a civil case without having to include other case related information. The capability supports adding participants as identified persons if required or to file a civil case without identified persons.	1	3
14	AocDxCaseSuperiorCivilUpdate	Update Civil Case supports the ability for a Superior Court to update the basic case information for an existing civil case in SCOMIS. This is required to support data entry errors or changes discovered through subsequent court activity. Only applicable to case types 2, 3, 4, 5, and 6.	1	3
15	AocDxCaseSuperiorDelete	Delete Case supports the ability for a Superior Court to delete a case accidentally created in SCOMIS through data entry error. Most often these are caused by having the court document from another case mistakenly processed with a newly initiated case. The case that has been created needs to be deleted from SCOMIS.	1	3



# **Attachment 2: SCOMIS Data Exchange Project Document Deliverables**



#	Number of Documents	Who Produces	Document Title	Needed For	Description
1	1	AOC	Inventory of Superior Court Data Exchange Services	RFP	Lists each SCDX service. Document was developed by Cayzen and is being revised on an exception basis for each service.
2	60	AOC	Business Capability Documents (1)	RFP	One document for each SCDX service. Documents were developed by Cayzen and are being revised on an exception basis.
3	1	AOC	SCDX Application Requirements	RFP	Define the application requirements for the Superior Court Data Exchange project. Security, Logging, Error Handling, Build environment, Test Driver, Message Latency, ....
4	1	AOC	Technical Architecture - To Be System Architecture	RFP	High-level Data Exchange architecture. Document was developed by Cayzen and has been revised to reflect a screen scraping solution.
5	60	AOC	Data Modeling Diagrams (1)	RFP	One document for each SCDX service. Documents were developed by Cayzen and are being revised on an exception basis. These diagrams will be incorporated into the IEPDs.
6	60	AOC	Mapping Spreadsheets - Business (1)	RFP	Defines the mapping for the input & output for each SCDX service: Business Name, DB Name, Field Name, Screen Name, Screen Row, Screen Column & field length. This information will be needed to perform the SCOMIS/JIS screen scraping.
7	60	AOC	Mapping Spreadsheets - NIEM (1)	RFP	Defines the mapping for the input & output for each SCDX service and the corresponding NIEM parameter. These spreadsheets will be incorporated into the IEPDs.
8	60	AOC	SCOMIS Functional Specifications (1)	RFP	Defines the SCOMIS screen sequence & screen actions required to perform a specific SCOMIS service. This information will be needed to perform the SCOMIS screen scraping.



#	Number of Documents	Who Produces	Document Title	Needed For	Description
9	60	AOC	Information Exchange Package Documentation (IEPDs) (1)	RFP	Define the XML NIEM web messaging schemas & associated documentation
10	1 per Prod Incr	AOC	SCDX QA Test Plan	Incr QA Acceptance Test	AOC QA team will develop
11	1 per Prod Incr	AOC	SCDX QA Test Procedures	Incr QA Acceptance Test	AOC QA team will develop
12	1 per Prod Incr	AOC	SCDX QA Test Results	Incr QA Acceptance Test	
13	1	Vendor	Project Implementation Plan	Contract Start + 30 days	The selected Vendor will develop this document within 30 days of contract award and as a minimum this document will need to include the following: <ul style="list-style-type: none"> <li>o Overview of Project Scope</li> <li>o Project Assumptions</li> <li>o Project Risks</li> <li>o Project Staffing Plan / Project Team Structure</li> <li>o Project Dependencies</li> <li>o Detailed Project Schedule (in MS Project)</li> </ul>
14	Bi-Weekly	Vendor	Project Status Report & Updated Project Schedule	Contract Start + 30 days	The selected Vendor will provide a Bi-Weekly Status Report and an updated project schedule (MS Project). The updated project schedule will reflect the current % Work Complete for all scheduled activities and an estimate to complete.
15	Maintain	Vendor	Maintain Project Tracking Logs	Contract Start + 30 days	The selected Vendor will maintain the following project tracking logs: <ul style="list-style-type: none"> <li>o Project Risk Log</li> <li>o Project Issues Log</li> <li>o Project Decision Log</li> <li>o Project Change Control Log</li> </ul>

#	Number of Documents	Who Produces	Document Title	Needed For	Description
16	1	Vendor	Application Design Document	SCDX Design	Defines the Data Exchange application and the high-level design for each of the following components & how these components interact in the process of performing SCOMIS services: IIS, BizTalk, MQ Services & Jagacy.
17	120	Vendor	Technical Design Document	SCDX Development	Defines the program details for each SCOMIS service on CICS (Jagacy) and BizTalk. Includes program logic flow diagrams.
18	1 per Prod Incr	Vendor	SCDX Verification Test Plan	Prod Incr Verification Test	For SCDX Verification
19	1 per Prod Incr	Vendor	SCDX Verification Test Procedures	Prod Incr Verification Test	For SCDX Verification
20	1 per Prod Incr	Vendor	SCDX Verification Test Results	Prod Incr Verification Test	For SCDX Verification
21	1	Vendor	SCDX Users Guide	Prior to Production Release	Defines the necessary information for a local court system to interface to the Superior Court Data Exchange
22	1	Vendor	SCDX OPS Document	Prior to Production Release	Define the tools & process for building and deploying a SCDX image.
23	1	Vendor	Index of Location For All SCDX Project Deliverables	Prior to Production Release	Provide the deliverable required for the AOC Data Exchange Website

**Notes:**

1. The AOC will deliver the detailed documentation for the first (15) SCDX Services with the RFP. This documentation provides all the detailed information the Vendor will need to implement SCDX Production Increment 1 and to effectively cost the remaining Production Increments.



# Superior Court Management Feasibility Study (SCMFS)



# Superior Court Management **Feasibility Study** (SCMFS)



# **Administrative Office of the Courts Project Perspective**

- **Emphasis is on serving the Judicial Branch**
- **Responding to a Superior Court Request**
- **Supporting Superior Courts: Judge, Administrator and Clerk requirements**

## Completed Activities:

### ✓ March/April 2011

- Completed Project Charter Update
- Completed Requirements Gap Analysis
- Completed Migration Strategy
- Completed Integration Evaluation

## Completed Activities:

### ✓ March/April 2011

- Completed Project Charter Update
- Completed Requirements Gap Analysis
- Completed Migration Strategy
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<http://insidecourts.wa.gov> >Judicial Info System (JIS) > Projects



# Requirements Gap Analysis

Provider Alternatives Considered:



# Requirements Gap Analysis

Provider Alternatives Considered:

- Pierce County Legal Information Network Exchange (LINX)

# Requirements Gap Analysis

Provider Alternatives Considered:

- Pierce County Legal Information Network Exchange (LINX)
- Commercial Calendaring/Scheduling and Caseflow Management Applications

# Requirements Gap Analysis

Provider Alternatives Considered:

- Pierce County Legal Information Network Exchange (LINX)
- Commercial Calendaring/Scheduling and Caseflow Management Applications
- Full-feature Commercial Case Management Systems (CMS)



# Requirements Gap Analysis Findings

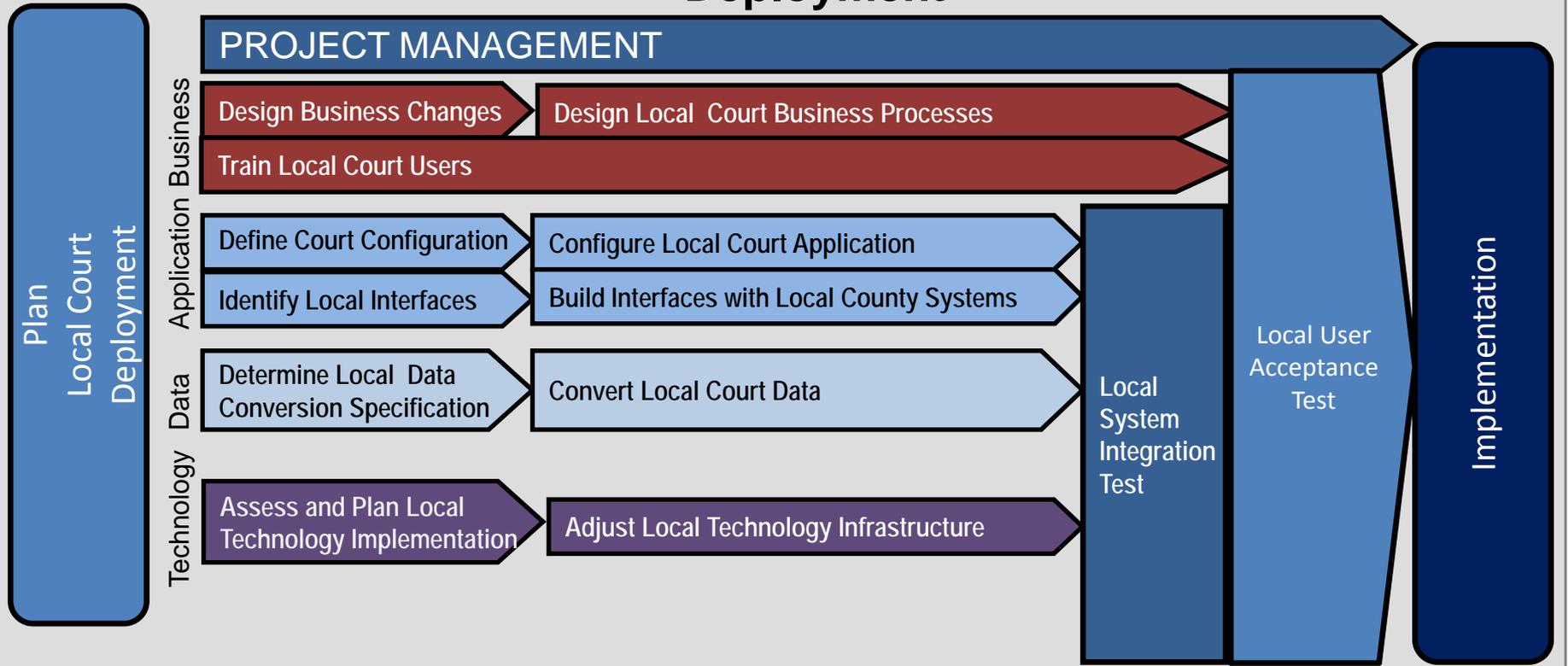
- Recommendation is to go with a full-feature Commercial Package
- There are commercial applications on the market that can meet the documented business requirements of the Superior Courts



# Migration Strategy and Integration Evaluation Findings

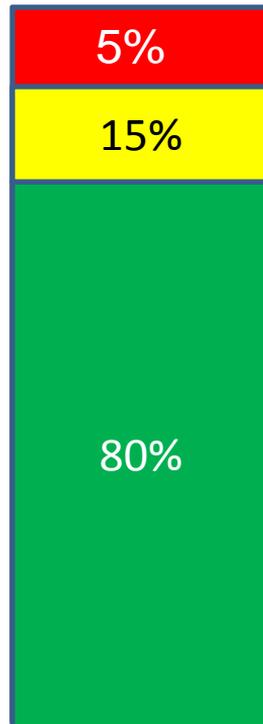
- Statewide Data Repository is essential
- Data Exchanges need to be in place
- This is about the Business, not technology

# Local Court Configuration and Deployment

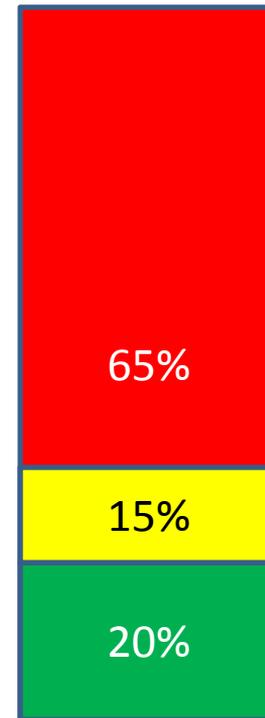


# 80/20 Principle

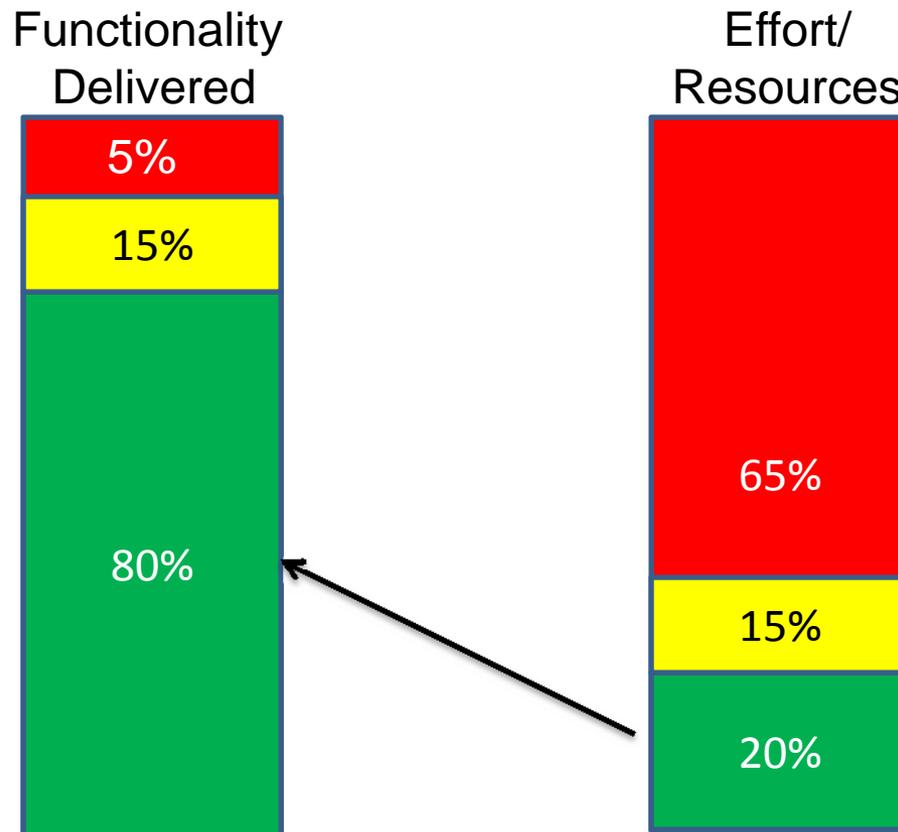
Functionality  
Delivered



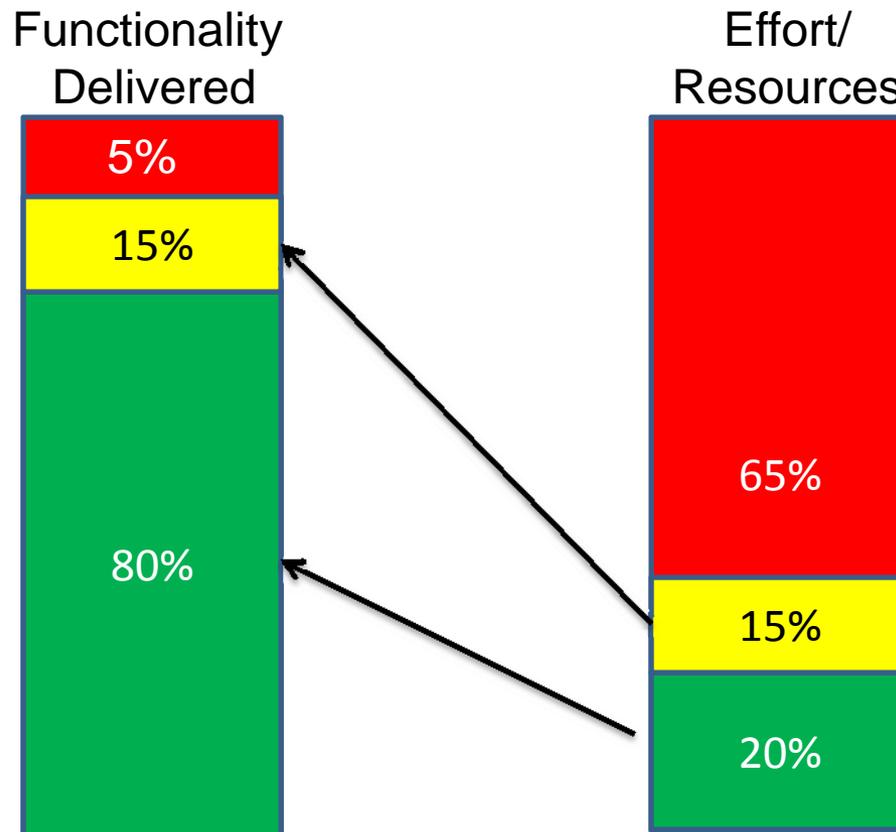
Effort/  
Resources



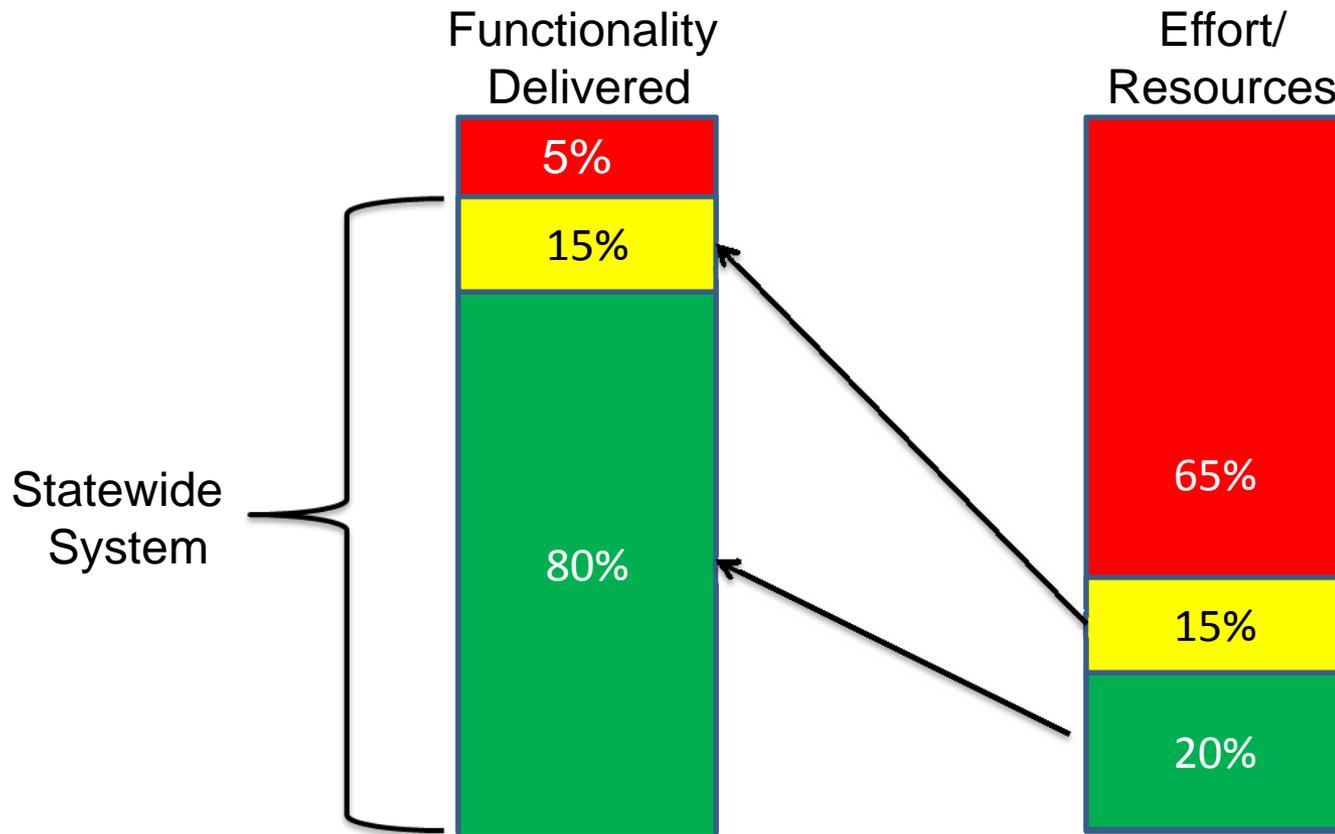
# 80/20 Principle



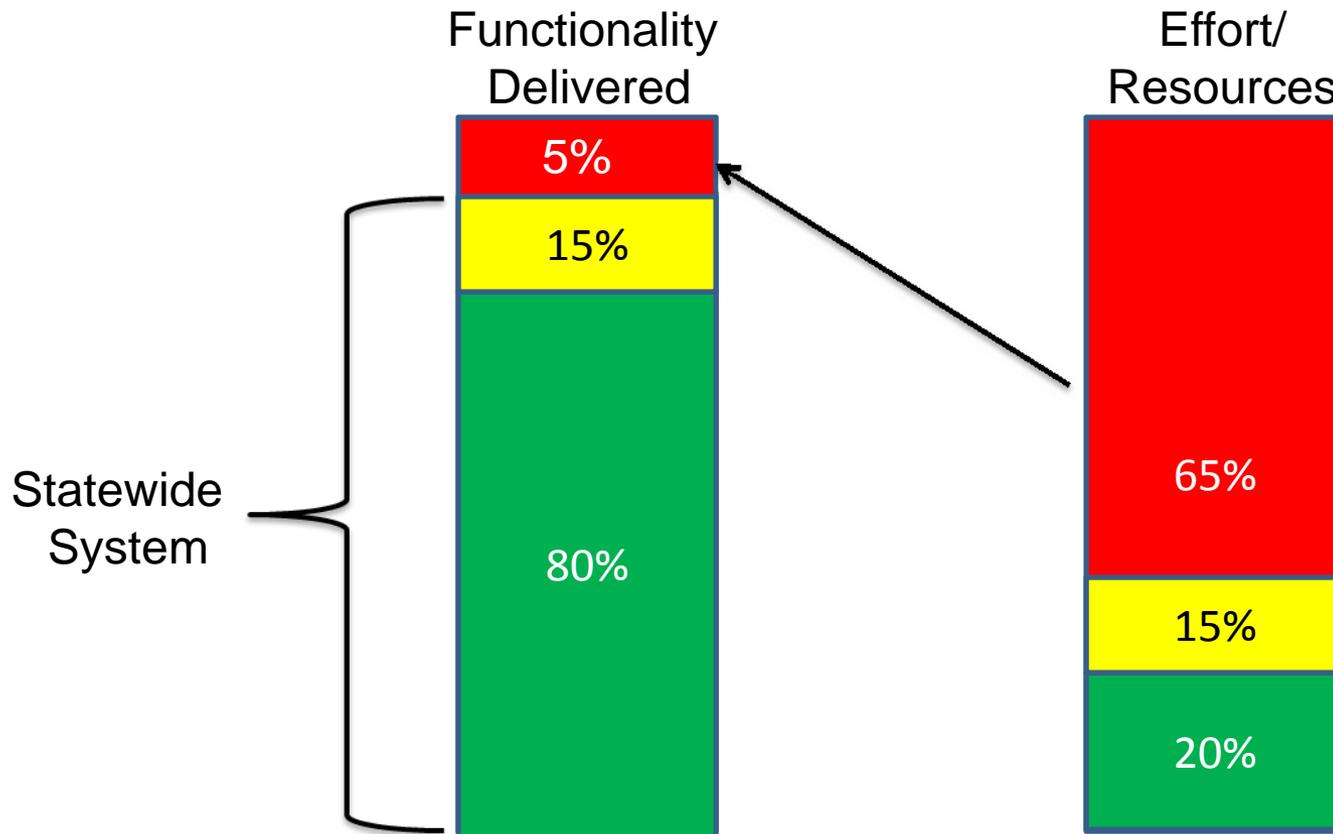
# 80/20 Principle



# 80/20 Principle



# 80/20 Principle



# Activities Underway

- (May-June 2011) Conduct Executive Sponsor Committee (ESC) reviews: MTG Management Consultants Deliverables
- (June 2011) Finalize Feasibility Study Report

# Communication Plan

- April 27: Executive Sponsor Committee
- May 1: AWSCA Conference (Wenatchee)
- May 3: SCJA Conference (Cle Elum)
- May 6: JISC (SeaTac)
- June 23: WACC Conference (LaConnor)
- June 24: JISC (SeaTac)

# Communication Plan

## Superior Court Visits

May	June	July
<ul style="list-style-type: none"><li>• San Juan Co.</li><li>• Kitsap Co.</li><li>• Whatcom Co.</li><li>• Skagit Co.</li></ul>	<ul style="list-style-type: none"><li>• Kittitas Co.</li><li>• Yakima Co.</li><li>• Klickitat Co.</li><li>• Yakima Co.</li><li>• King Co.</li><li>• Snohomish Co.</li></ul>	<ul style="list-style-type: none"><li>• Benton/Franklin Co.</li><li>• Asotin Co.</li><li>• Whitman Co.</li><li>• Garfield Co.</li><li>• Columbia Co.</li></ul>



# Communication Plan

## Superior Court Visits

August	September
<ul style="list-style-type: none"><li>• Chelan Co.</li><li>• Douglas Co.</li><li>• Okanogan Co.</li><li>• Spokane Co.</li><li>• Pend Oreille Co.</li><li>• Stevens Co.</li><li>• Ferry Co.</li></ul>	<ul style="list-style-type: none"><li>• Cowlitz Co.</li><li>• Clark Co.</li><li>• Skamania Co.</li><li>• Pacific/Wakiakum Co.</li></ul>

# Next Steps

- Complete the analysis and other elements of the Feasibility Study.
- Estimated Completion Dates are:
  - Phase 1
    - Final Feasibility Study to JISC      June 24
    - JISC Discussion/Decision Point      August 5
      - » Whether to proceed
      - » How to proceed
  - Phase 2 (RFP Preparation) – 4 Months

RULE 13  
LOCAL COURT SYSTEMS

Counties or cities wishing to establish automated court record systems shall provide advance notice of the proposed development to the Judicial Information System Committee and the Office of the Administrator for the Courts 90 days prior to the commencement of such projects for the purpose of review and approval.

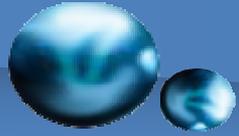
[Effective May 15, 1976.]

# ISD Transformation



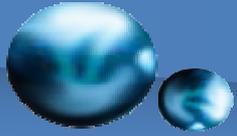
## JIS Baseline Service Level Work Group

Status Update Report to JISC  
May 6th, 2011



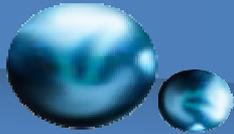
# Workgroup Purpose

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

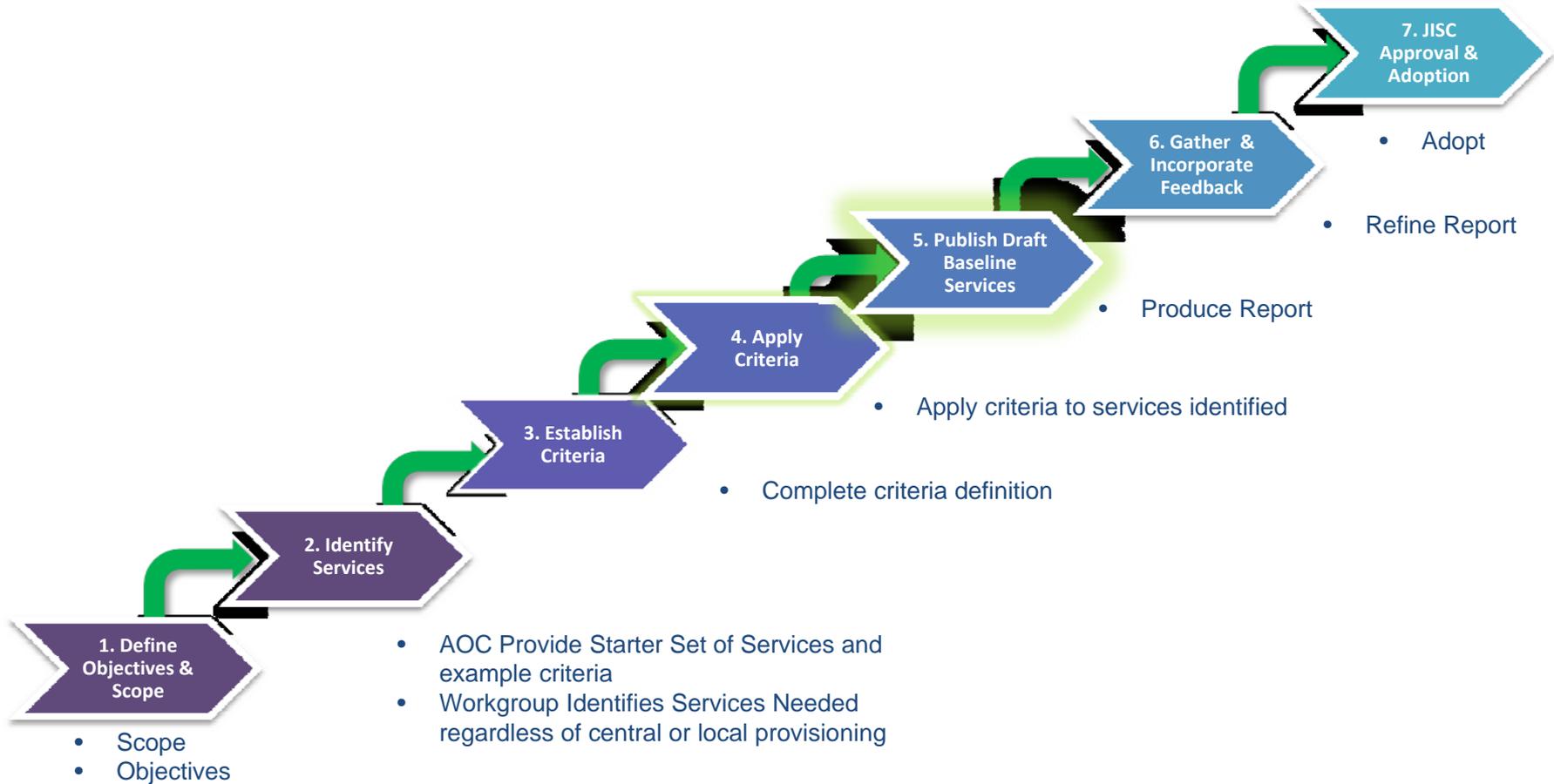


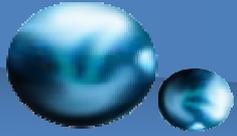
# Workgroup Participants

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



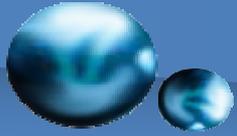
# Workgroup Process





# Status to Date

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



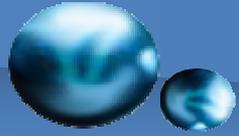
## **2 outcomes**

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



# Reasons for Delay

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



# Reasons for Delay

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



# Plan Status

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



# 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 1<sup>st</sup> – March 31<sup>st</sup> 2011)



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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
<b>1.0 Organizational Change Management - Phase I</b>												
1.1 Develop Organizational Change Strategy	✓	Planned										
		Actual			✓							
1.2 Implement New Organization Structure	✓	Planned										
		Actual			✓							
<b>2.0 Capability Improvement – Phase I</b>												
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						✓				
<b>3.0 Capability Improvement – Phase II</b>												
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										
<b>4.0 Capability Improvement – Phase III</b>												
4.1 Establish Vendor Management	⊖	Planned										
		Actual										
4.2 Mature Application Development Capability	⊖	Planned										
		Actual										
4.3 Establish Enterprise Security	⊖	Planned										
		Actual										
<b>5.0 Capability Improvement – Phase IV</b>												
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							✓			
<b>6.0 Capability Improvement – Phase V</b>												
6.1 Establish Custom Development Capabilities	⊖	Planned										
		Actual										
<b>7.0 Master Data Management</b>												
7.1 Develop Data Governance Model	✓	Planned										
		Actual										
7.2 Implement Data Quality Program	●	Planned										
		Actual										

Actual

Revised or Planned

STATUS KEY

● = active/on track

▲ = Changes w/ Moderate impact

◆ = Significant rework/risk

⊖ = Not active

✓ = Completed

Initiatives JIS Transformation	Status		CY09	CY09	CY10	CY10	CY10	CY10	CY10	CY11	CY11	CY11	CY11
			Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	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											
<b>8.0 Migrate Data Exchanges</b>													
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											
<b>9.0 Migrate Web Sites</b>													
9.1 Develop Migration Strategy	⊖	Planned											
		Actual											
9.2 Redirect Web Application Data Sources	⊖	Planned											
		Actual											
<b>10.0 JIS Application Refresh</b>													
10.1a Superior Court Case Management Feasibility Study	●	Planned											
		Actual											
10.2 Purchase, Configure and Deploy Superior Court Case Management	⊖	Planned											
		Actual											
<b>11.0 Organization Change Management – Phase II</b>													
11.1 Change Management in Support of JIS	⊖	Planned											
		Actual											
<b>Other Projects &amp; Activities</b>													
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
<b>Other Projects and Activities</b>													
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 18<sup>th</sup>. 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 18<sup>th</sup>. 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.

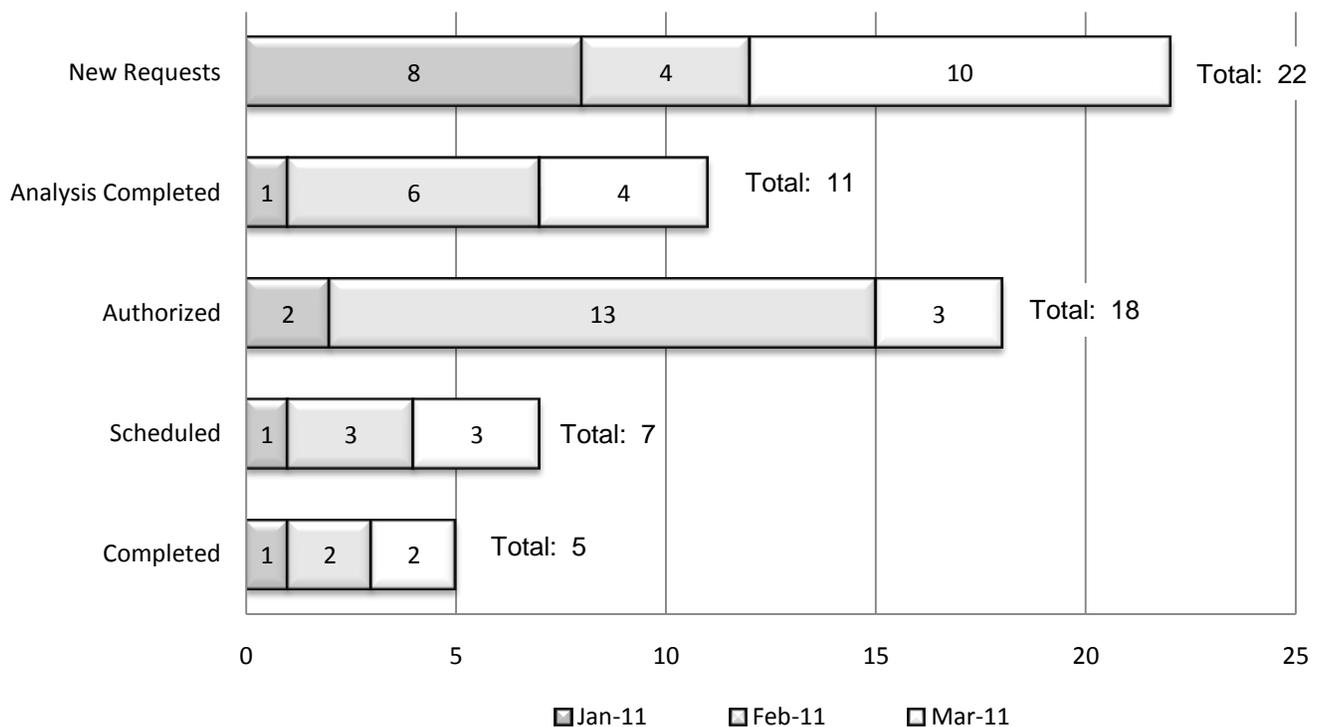
**CLUG:** CLJ | **Authorized By:** CIO

**Schedule:** Jan 5 – Mar 31, 2011

**Final Delivery Date:** Mar 7, 2011

Status Charts

**Requests Completing Key Milestones**



## Summary of Activities Thru March 2011

### Transformation Initiative Summary

<b>Initiative: 3.2 – Implement Solution Management</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Obtained additional project resource and completed a preliminary orientation</li> </ul>	Rapid ramp-up of the new, full-time resource will deliver incremental project team capacity faster.
<b>Initiative: Establish Governing Bodies (EGB)</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Conducting meetings with internal AOC staff and subject matter experts to help facilitate the draft Charter</li> </ul>	Meetings will help deliver the project vision and scope statement in order to create a project charter.
<b>Initiative: 5.1a – Implement IT Service Management – Service Catalog, Service Level Management, Enterprise Requirements Management</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Approved the Service Catalog (Del. 104) deliverable, consisting of the procedures for maintaining the Service Catalog.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Approved the Service Level Process and Report deliverable (Del. 1.06).</li> </ul>	This document provides detailed processes and recommendations for establishing and maintaining the service delivery performance aspects of the ISD's services.
<ul style="list-style-type: none"> <li>✓ Resumed work on the Enterprise Requirements Management work stream, completing the linkages between the various ISD functions and their role in Enterprise Requirements Management.</li> </ul>	Identifying the stakeholders' roles and responsibilities in the management of requirements is key to completing a framework and identifying roles and responsibilities.
<b>Initiative: 7.2 – Implement Data Quality Program</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Completed efforts to report on Data Quality through the use of a combination of tools.</li> </ul>	Reports were reviewed and a workshop held to develop tolerable data quality thresholds (error tolerance) for case resolution data.
<ul style="list-style-type: none"> <li>✓ IBM engaged to assist the AOC technical team to resolve IBM MDM Data Quality tool technical issues.</li> </ul>	IBM is working with AOC technical team to resolve errors impeding the implementation and re-use of Information Analyzer.
<b>Initiative: 7.3 – Implement Unified Data Model</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Start Review of Work Order for Unified Data Model Cycle 2.</li> </ul>	Cycle 1 of the project is now closed.

## Summary of Activities Thru March 2011

### Transformation Initiative Summary

<b>Initiative: ISD - Capability &amp; Maturity Model (CMM)</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Continuing to develop an alternatives analysis for resourcing the project.</li> </ul>	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.*

<b>JIS Project: Superior Court Data Exchange (SCDX)</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Started modifying the SCOMIS Data Exchange RFP document to reflect current project scope.</li> </ul>	Required to bring a contractor onboard to perform the Jagacy and BizTalk development.

<b>JIS Project: Superior Court Management Feasibility Study (SCMFS)</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ MTG Management Consulting (MTG) conducted an assessment of the Kitsap County Calendaring and Scheduling COTS package (CenterCourt by Lavere)</li> </ul>	Understanding how vendor applications that are currently deployed in courts are working helps to inform the feasibility study outcome.
<ul style="list-style-type: none"> <li>◦ 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.</li> </ul>	Ensuring that the information gathered as part of the feasibility process is validated with the vendors contributes to an objective outcome.
<ul style="list-style-type: none"> <li>◦ Updated: SCMFS Charter language to clarify confirmed scope details.</li> </ul>	Project initiation documents include the project charter, work plan, and schedule. These documents allow project progress to be more formally measured.
<ul style="list-style-type: none"> <li>◦ 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.</li> </ul>	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

<b>Activities</b>	<b>Impact/Value</b>
◦ 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.

**ISD Operational Area Summary**

<b>Area: Policy &amp; Planning (Associate Director)</b>	
<i>Includes: Governance, IT Portfolio, Clarity support, Business Relationships, Performance Reporting, Vendor Management, Resource Management, Release Management and Organizational Change / Communications teams</i>	
<b>Activities</b>	<b>Impact/Value</b>
<i>DOL = Department of Licensing, ITG = Information Technology Governance, ITIL = Information Technology Infrastructure Library</i>	
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Visited over 10 CLJ courts.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Met with and reported to court community groups on ISD activities:</li> </ul>	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.
<b>Area: Architecture &amp; Strategy</b>	
<i>Includes: Enterprise Architecture, Solution Management &amp; Business Analysts</i>	
<b>Activities</b>	<b>Impact/Value</b>
<i>(BA = Business Analyst, EA= Enterprise Architecture, SA= Solution Architect)</i>	
<ul style="list-style-type: none"> <li>✓ Completed requirements for ITG 39, 52 and 53</li> </ul>	Research and development of requirements for developers and test teams.
<ul style="list-style-type: none"> <li>✓ EA finalized the Baseline Services Scoring model and distributed to the Workgroup for scoring.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	Assessing and improving data quality is critical to the MDM initiatives and to the greater need for JIS data to be correct and accurate.
<ul style="list-style-type: none"> <li>✓ SA participated in the development of a roadmap for support projects required to successfully implement the planned Superior Court Case Management System.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ SA participated in the finalization of ITG 45 appellate electronic filing (feasibility study).</li> </ul>	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

<b>Area: Infrastructure</b>	
<i>Includes: Desktop Unit, Network Unit, Server Unit, Support Unit &amp; System Database Unit</i>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Completed the Equipment Replacement for the Superior Courts and Courts of Limited Jurisdiction.</li> </ul>	Replace aged (5 year old) equipment with new hardware and operating systems.
<ul style="list-style-type: none"> <li>✓ Completed the Disaster Recovery test on March 18-19, 2011 with good results.</li> </ul>	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
<ul style="list-style-type: none"> <li>✓ Issued Bid for a vendor to come in and Audit the JIS Disaster Recovery Program.</li> </ul>	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.
<b>Area: Data and Development</b>	
<i>Includes: Database Unit, Development Unit, Data Warehouse Unit</i>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Completed load of vehicle and e-ticketing information. Designed user interfaces and forwarded to testers for final testing. Planned implementation is April 2011.</li> </ul>	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Accounting project: continued preparation work, including review of transactional tables required for input and review of specifications for required reports.</li> </ul>	Adding accounting information to the data warehouse will provide: <ol style="list-style-type: none"> <li>1. Better tracking of accounting information</li> <li>2. Budget and revenue forecasting</li> <li>3. Audit and operational reports</li> <li>4. Ability to answer inquiries from other agencies</li> </ol>
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Completed six data base design review requests.</li> </ul>	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
<ul style="list-style-type: none"> <li>✓ Continue data quality initiative work: Completed work to determine acceptable levels of quality in the target data.</li> </ul>	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.

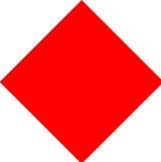
## Summary of Activities Thru March 2011

<b>Area: Operations</b>	
<i>Includes: All applications; Web team, Java team, Legacy team and JCS team</i>	
<b>Activities</b>	<b>Impact/Value</b>
✓ 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

<b>Area: Program Management and Quality Assurance</b>	
<i>Includes: Project Management Office (Projects are reported under project section) and the Quality Assurance and Test Group</i>	
<b>Activities</b>	<b>Impact/Value</b>
✓ 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: <ul style="list-style-type: none"> <li>◦ ITG Request #033 – Auto fill Date for BDK Screen</li> <li>◦ ITG Request #053 - ACORDS Letter Modification</li> </ul>	Value and impact of specific ITG requests can be found at <a href="https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home">https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home</a> .

# 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

## Transformation Initiative 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.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

#### JISC Approved Budget

Allocated (thru March 31, 2011)

\$0

Actual (thru March 31,2011)

0

#### Current Status

Scope ●

Schedule ●

Budget ●

- A decision was made by ISD Management to extend the project schedule to 30-June, to accomplish the project goals. It was also decided to mitigate resourcing issues by utilizing 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

March – 57%

100%

#### 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

- ✓ 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.

#### Impact/Value

- ✓ 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

- Clean up the Solution Lifecycle Definition material for publication.
- Begin populating the Solution Architecture section of the Framework.

#### Impact/Value

- Another review cycle with the ISD practitioners will provide more refinement and usability of the material.
- 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:

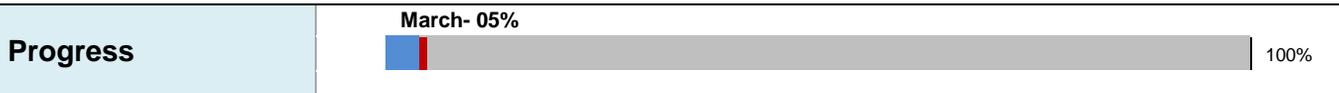
- approve policies;
- grant exceptions on an as needed basis;
- determine funding allocation;
- determine project and initiative priorities;
- monitor performance;
- monitor compliance with policies; and ensure accountability.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated (thru March 31, 2011)</b>	<b>Actual (thru March 31, 2011)</b>
	(Staffed internally)	(Staffed internally)

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="radio"/>	<b>Schedule</b>	<input checked="" type="radio"/>	<b>Budget</b>	<input checked="" type="radio"/>
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Status Notes:



<b>Phase</b>	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> January 2011	<b>Planned Completion Date:</b> June 2011
	<b>Actual Start Date:</b> February 2011	<b>Actual Completion Date:</b>

<b>Activities Completed</b>	<b>Impact/Value</b>
✓ 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
<b>Activities Planned</b>	<b>Impact/Value</b>
○ 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

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Eric Wuolle, PMP
<b>Business Area Manager:</b> Kumar Yajamanam, Architecture & Strategy	<b>Consultant/Contracting Firm:</b> 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.

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

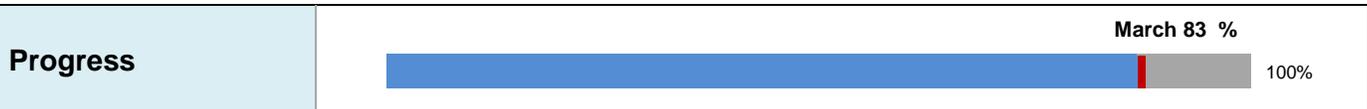
<b>JISC Approved Budget</b>	Allocated (thru March 31, 2011)	Actual (thru March 31, 2011)
	\$ 550,000	\$ 73,383

<b>Current Status</b>	<b>Scope</b>		<b>Schedule</b>		<b>Budget</b>	
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**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.



<b>Project Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> <b>Execute</b>	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> July 2010	<b>Planned Completion Date:</b> April 2011
	<b>Actual Start Date:</b> September 2010	<b>Actual Completion Date:</b>

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>✓ Approved the Service Catalog (Del. 104) deliverable, consisting of the procedures for maintaining the Service Catalog.</li> </ul>	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
<ul style="list-style-type: none"> <li>◦ Complete the Enterprise Requirements Management Framework, with sign-off.</li> </ul>	Managing requirements as a corporate asset will promote higher and better use of requirements, improving delivery of solutions that satisfy those requirements.
<ul style="list-style-type: none"> <li>◦ Complete the Service Catalog Deployment and Report (Del. 1.07).</li> </ul>	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.

<b>Business Drivers</b>	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	<input type="checkbox"/>	Increase organizational capability	X	Regulatory compliance or mandate	X

### JISC Approved Budget

Allocated (thru March 31, 2011)

\$ 310,000

Actual (thru March 31, 2011)

\$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



Planning



Execute



Close

### Schedule

**Planned Start Date:** October 2010

**Planned Completion Date:** May 2011

**Actual Start Date:** October 2010

**Actual Completion**

### Activities Completed

- ✓ Completed efforts to report on Data Quality through the use of internal tools.
- ✓ IBM engaged to assist the AOC technical team to resolve IBM MDM Data Quality tool technical issues.

### Impact/Value

Reports were reviewed and a workshop held to develop tolerable data quality thresholds (error tolerance) for case resolution data.  
IBM is working with AOC technical team to resolve errors impeding the implementation and re-use of Information Analyzer.

### Activities Planned

- Resolve technical issues with IBM MDM toolset and confirm change order to de-scope the data quality project.
- Workshops to be held to continue assessment of data.
- Resolve technical issues with IBM MDM toolset and confirm change order to de-scope the data quality project.

### Impact/Value

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 will include development of a data quality management process, and a process for routinely invoking data quality processes to regularly cleanse data.  
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

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Martin Kravik
<b>Business Area Manager:</b> Project Management & Quality Assurance Manager (open)	<b>Contractor/Consultant:</b> 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).

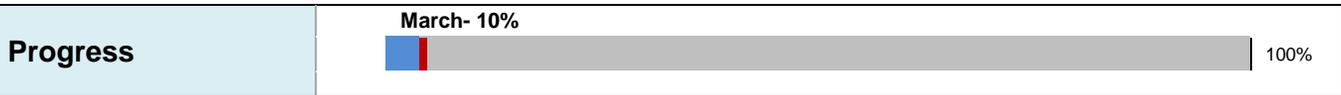
**Business Benefit:** The business benefits of implementing (CMM) are managed processes with a foundation for continuous process improvement based on metrics. Establishing these processes and measurements lead to improved employee satisfaction, the ability to set goals with realistic targets, fostering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

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated (thru March 31, 2011)</b>	<b>Actual (thru March 31, 2011)</b>
	(Staffed internally)	(Staffed internally)

<b>Current Status</b>	<b>Scope</b>	<input checked="" type="radio"/>	<b>Schedule</b>	<input checked="" type="radio"/>	<b>Budget</b>	<input checked="" type="radio"/>
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Status Notes:



<b>Phase</b>	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> October 2010	<b>Planned Completion Date:</b> April 2012
	<b>Actual Start Date:</b> October 2010	<b>Actual Completion Date:</b>

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>✓ Continuing to develop an alternatives analysis for resourcing the project.</li> </ul>	The analysis will let ISD know if outsourcing the CMM assessment activity is a viable option and assist capacity planning.
Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>○ Finalize resource alternatives analysis and present to ISD leadership. Update project charter.</li> </ul>	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								
<b>Executive Sponsor(s)</b> Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			<b>IT Project Manager:</b> Bill Burke					
<b>Business Manager:</b> Project Management & Quality Assurance Mgr (open)			<b>Consultant/Contracting Firm:</b> TBD					
<b>Description:</b> 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.								
<b>Business Benefit:</b> 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.								
<b>Business Drivers</b>	Improve Decision Making	<input type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input checked="" type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>
<b>JISC Approved Budget</b>		Allocated (thru March 31, 2011)			Actual (thru March 31, 2011)			
		\$1,600,000			\$ 600,657			
<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>		
Status Notes: A revised project plan was presented and approved by the JISC on January 21 <sup>st</sup> .								
<b>Progress</b>	<div style="text-align: center;"> <b>March - 21%</b>   </div>					100%		
<b>Phase</b>	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close				
<b>Schedule</b>	<b>Planned Start Date:</b> May 2009			<b>Planned Completion Date:</b> TBD				
	<b>Actual Start Date:</b> May 2009			<b>Actual Completion Date:</b> TBD				
<b>Activities Completed</b>				<b>Impact/Value</b>				
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>				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.				
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>				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.

<b>Activities Planned</b>	<b>Impact/Value</b>
◦ 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

<b>Executive Sponsor(s)</b> Superior Court Judges Association (SCJA) <i>Judge Steve Warning, President of Association</i> Washington State Association of County Clerks (WSACC) <i>Kevin Stock, President of Association</i> Association of Washington Superior Court Administrators (AWSCA) <i>Delilah George, President of Association</i>	<b>IT Project Manager:</b> Kate Kruller, PMP
	<b>Consultant/Contracting Firm:</b> MTG (Management Technology Group)
	<b>Business Manager</b> 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.

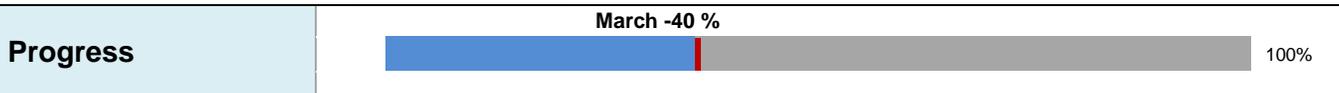
**Business Benefits:** A feasibility study of the available software vendors and how their products align with customer business needs will allow the courts and JISC to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and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

<b>Business Drivers</b>	Improve Decision Making <input checked="" type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated (thru March 31, 2011)	Actual (thru March 31, 2011)
	\$ 0.00 (Note JISC approved \$250,000)	\$ 0.00

<b>Current Status</b>	<b>Scope</b> <span style="color: green;">●</span>	<b>Schedule</b> <span style="color: green;">●</span>	<b>Budget</b> <span style="color: green;">●</span>
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**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.



<b>Project Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> April 2010	<b>Planned Completion Date:</b> June 2011
	<b>Actual Start Date:</b> June 2010	<b>Actual Completion Date:</b>

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 <a href="http://inside.courts.wa.gov/index.cfm?fa=controller.showPage&amp;folder=jis&amp;file=jisProjects">http://inside.courts.wa.gov/index.cfm?fa=controller.showPage&amp;folder=jis&amp;file=jisProjects</a> . 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.

<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	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.
<ul style="list-style-type: none"> <li>◦ 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</li> </ul>	Providing communications to the stakeholder groups in a timely manner helps to facilitate understanding of the project.
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>◦ Complete Communication Plan</li> </ul>	A communication plan identifies who and when communications about the feasibility study will be delivered.
<ul style="list-style-type: none"> <li>◦ SCMFS Internal AOC Status Meeting to teleconference with Indiana AOC.</li> </ul>	AOC sponsors are included in the project process, as well as project deliverables review and approval cycles. Full AOC Leadership team attending this meeting.
<ul style="list-style-type: none"> <li>◦ Finalize Gap Analysis (Deliverable 5). ECD: Apr 15</li> </ul>	Captures divergence of best-few alternatives from AOC requirements and the effort to bridge the gap.
<ul style="list-style-type: none"> <li>◦ Finalize Migration Strategy (Deliverable 6). ECD: Apr 22</li> </ul>	Provides logically sequenced implementation plan for best-few alternatives.

# **Maintenance Projects & Other Activities Status Reports**

## Maintenance Project Status Reports

<b>Maintenance Project: Parking Module Enhancement –VRV Data Services</b>									
<b>Reporting Period 03-01-11 to 03-31-11</b>									
<b>Executive Sponsor</b> Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			<b>IT Project Manager:</b> Michael Walsh						
<b>Business Area Manager</b> Project Management & Quality Assurance Mgr (open)			<b>Consultant/Contracting Firm:</b> N/A						
<b>Description:</b> 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.									
<b>Business Benefit:</b> 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.									
<b>Business Drivers</b>	Improve Decision Making	<input type="checkbox"/>	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input type="checkbox"/>	
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	<input type="checkbox"/>	Regulatory compliance or mandate	<input type="checkbox"/>	
<b>JISC Approved Budget</b>		Allocated (thru March 31, 2011)		Actual (thru March 31, 2011)					
		\$ 0.00		\$ 0.00					
<b>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>			
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.									
<b>Progress</b>								March -95 %	100%
<b>Project Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input checked="" type="checkbox"/> Close					
<b>Schedule</b>	<b>Planned Start Date:</b> March 2010			<b>Planned Completion Date:</b> April 2011					
	<b>Actual Start Date:</b> March 2010			<b>Actual Completion Date:</b>					
<b>Activities Planned</b>				<b>Impact/Value</b>					
✓ 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.
<b>Activities Planned</b>	<b>Impact/Value</b>
◦ 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 planned 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.
<b>Activities Planned for Next Reporting Period</b>	<b>Impact/Value</b>
✓ 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 Receiving 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
<p>✓ Continue with Equipment Replacement for the Superior Courts and Courts of Limited Jurisdiction.  <u>Computer Contracts:</u> 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. <b>This is completed.</b>  <u>Impact Printers T2380</u> 242 printers to be installed 242 printers have been installed and old printers recycled 0 printers remaining to be installed. <b>This is completed.</b>  <u>Receipt Printers T88V</u> 194 printers to be installed 194 printers have been installed 0 printers remaining to be installed. <b>This is completed.</b>  <u>Line Printers</u> 7 printers to be installed 0 printers have been installed 1 printer has been delivered (Thurston D). 7 printers remaining to be installed. <b>This is completed.</b></p> <p><u>The Entire Activity has been completed</u></p>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>
<p>✓ Replaced batteries in the APC UPS systems which were due for replacement. <b>This is completed.</b></p>	<p>The UPS system is part of our disaster recovery plan and allows for us to recover for localized power outages without impacting the datacenter.</p>
<p>✓ Disaster Recovery: Completed the March 18-19, 2011 disaster recovery test with good results. <b>This is completed.</b></p>	<p>Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).</p>
<p>◦ 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. <b>This is completed.</b></p>	<p>Existing e-mail servers at the Court of Appeals are over 6 years old, causing maintenance and operational concerns.</p>
<p>✓ Issued Bid for a vendor to come in and Audit the JIS Disaster Recovery Program.</p>	<p>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.</p>
<p>✓ Continue with Equipment Replacement for the Superior Courts and Courts of Limited Jurisdiction.  <u>Computer Contracts:</u> 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. <b>This is completed.</b>  <u>Impact Printers T2380</u> 242 printers to be installed 242 printers have been installed and old printers recycled 0 printers remaining to be installed. <b>This is completed.</b></p>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>

<p><u>Receipt Printers T88V</u> 194 printers to be installed 194 printers have been installed 0 printers remaining to be installed. <b>This is completed.</b></p> <p><u>Line Printers</u> 7 printers to be installed 0 printers have been installed 1 printer has been delivered (Thurston D). 7 printers remaining to be installed. <b>This is completed.</b></p> <p>The Entire Activity has been completed</p>	
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>◦ Continue with Equipment Replacement for the JRS Equipment.</li> </ul>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>
<ul style="list-style-type: none"> <li>◦ 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.</li> </ul>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>
<ul style="list-style-type: none"> <li>◦ Start preparation work for the upcoming disaster recovery test which is schedule for September 16-18.</li> </ul>	<p>Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).</p>
<ul style="list-style-type: none"> <li>◦ Install SMON Network Backbone which improves the network connection with Department of Information Services. Anticipate DIS will complete their work in June.</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>◦ Award Disaster Recovery Audit to a vendor and have them start work.</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>◦ Replace/upgrade Virus Protection software with Sophos anti-Virus Prevention.</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>◦ DB2 v10 Upgrade</li> </ul>	<p>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.</p>

## 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
<b>Data Warehouse Unit</b>	
<ul style="list-style-type: none"> <li>✓ Completed load of vehicle and e-ticketing information. Designed user interfaces and forwarded to testers for final testing. Planned implementation is April 2011.</li> </ul>	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Accounting project: continued preparation work, including review of transactional tables required for input and review of specifications for required reports.</li> </ul>	Adding accounting information to the data warehouse will provide: <ol style="list-style-type: none"> <li>1. Better tracking of accounting information</li> <li>2. Budget and revenue forecasting</li> <li>3. Audit and operational reports</li> <li>4. Ability to answer inquiries from other agencies</li> </ol>
<ul style="list-style-type: none"> <li>✓ 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.</li> </ul>	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.
<b>Database Unit</b>	
<ul style="list-style-type: none"> <li>✓ Completed six data base design review requests.</li> </ul>	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
<ul style="list-style-type: none"> <li>✓ Coordinated implementation and testing of upgrade to newest version of ER Studio.</li> </ul>	ER Studio is the software used to maintain the data dictionary and entity relationship diagrams, and helps to evaluate data base design requests.

<b>Data Management Team</b>	
<ul style="list-style-type: none"> <li>✓ Continue data quality initiative work: <ul style="list-style-type: none"> <li>▪ Completed work to determine acceptable levels of quality in the target data.</li> </ul> </li> </ul>	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.
<ul style="list-style-type: none"> <li>✓ Continue work on the unified data model.</li> </ul>	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.
<b>Activities Planned</b>	<b>Impact/Value</b>
<b>Data Warehouse Unit</b>	
<ul style="list-style-type: none"> <li>◦ Implement vehicle and e-ticketing information in the CLJ datamart.</li> </ul>	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
<ul style="list-style-type: none"> <li>◦ PACT: complete presentation for May Juvenile Court Administrators conference. Receive data from PACT vendor.</li> </ul>	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.
<ul style="list-style-type: none"> <li>◦ Maintenance activities.</li> </ul>	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.
<ul style="list-style-type: none"> <li>◦ Continue accounting prep work as time allows.</li> </ul>	Adding accounting information to the data warehouse will provide: <ol style="list-style-type: none"> <li>1. Better tracking of accounting information</li> <li>2. Budget and revenue forecasting</li> <li>3. Audit and operational reports</li> <li>4. Ability to answer inquiries from other agencies</li> </ol>
<ul style="list-style-type: none"> <li>◦ Respond to data dissemination requests.</li> </ul>	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.
<b>Database Unit</b>	
<ul style="list-style-type: none"> <li>◦ Support data base design review requests.</li> </ul>	The work of the database unit supports the ongoing maintenance and improvement of the courts' applications (JIS, SCOMIS, ACORDS, JABS, e-ticketing, etc.)
<b>Data Management Team</b>	
<ul style="list-style-type: none"> <li>◦ Continue data quality initiative work:</li> <li>◦ Create communications plan.</li> </ul>	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.
<ul style="list-style-type: none"> <li>◦ Continue work on the unified data model.</li> </ul>	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.
<b>Data Warehouse Unit</b>	
<ul style="list-style-type: none"> <li>◦ Implement vehicle and e-ticketing information in the CLJ datamart.</li> </ul>	Added at the courts' request, to increase their ability to track e-ticketing cases and analyze the impact of e-ticketing on caseloads.
<ul style="list-style-type: none"> <li>◦ PACT: complete presentation for May Juvenile Court Administrators conference. Receive data from PACT vendor.</li> </ul>	The juvenile courts have a rich database of criminogenic information on juvenile offenders. The PACT implementation gives the courts the ability to conduct real

	<p>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.</p>
<p>✓ Maintenance activities.</p>	<p>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.</p>

## 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
<b>Applications</b>	
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
<b>Test Team</b>	
✓ 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 <a href="https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home">https://inside.courts.wa.gov/index.cfm?fa=ITGPortal.home</a> .
✓ 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.
<b>Quality Assurance</b>	
✓ 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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## **Project Charter**

**Washington State Administrative Office of the Courts  
Information Services Division**

for

**Superior Court Management  
Feasibility Study (SCMFS) Project**

**Version 3.1  
March 18, 2011**

Prepared by  
AOC Information Services Division/PMO

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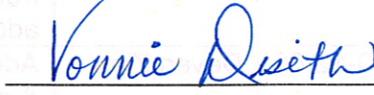
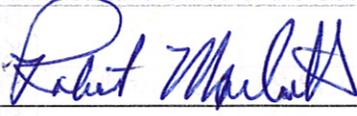
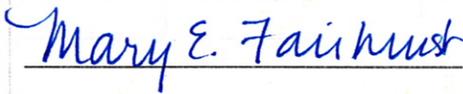
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## Version History

Version	Version Date	Author	Major Version Changes	Reviewers	Review Date
1.0	2010-11-01	Deven Zipp	Original Draft		
1.1	2010-11-29	Deven Zipp	Added appendices. All other changes noted with revision marks.		
1.2	2010-11-30	Deven Zipp	Incorporated revisions from project lead and added minor edits.		
1.3	2010-12-06	Deven Zipp	Added scope diagram & definitions. Changed PM to Kate Kruller.		
1.4	2010-12-06	Deven Zipp	Added feedback from Kate Kruller.		
	2010-12-06	Deven Zipp	Added final edits from Bob Marlatt and Kate Kruller.		
2.0	2010-12-28	Kate Kruller	Finalized Charter; Signed		
3.0	2011-03-09	Kate Kruller	Charter Amendment		
3.1	2011-03-17	Kate Kruller	Added feedback from ESC		

### Authorizing Signatures

This project charter represents an agreement between several Washington State Superior Court departments and the Administrative Office of the Courts/Information Services Division (project contracting firm MTG Management Consultants, LLC, inclusive). My signature indicates that I have reviewed this project charter and concur with its contents.

 Date <u>4-4-2011</u>	 Date <u>4/7/2011</u>
<b>Kate Kruller</b> SCMFS Project Manager Information Services Division Administrative Office of the Courts	<b>Vonnie Diseth</b> Director/CIO Information Services Division Administrative Office of the Courts
 Date <u>4/11/11</u>	 Date <u>4/8/11</u>
<b>Joseph Wheeler</b> SCMFS Vendor Project Officer MTG Management Consultants, LLC	<b>Robert Marlatt</b> SCMFS Vendor Project Lead MTG Management Consultants, LLC
 Date <u>4/13/11</u>	 Date <u>4/8/11</u>
<b>Justice Mary Fairhurst</b> Chair Judicial Information System Committee	<b>Jeff Hall</b> State Court Administrator Administrative Office of the Courts

Courtesy copies provided to:

Judge Steve Warning, President -Superior Court Judges Association (SCJA)  
Kevin Stock, President - Washington State Association of County Clerks (WSACC)  
Delilah George, President - Association of Washington Superior Court Administrators (AWSCA)

Ramsey Radwan – AOC Management Services Director  
Dirk Marler – AOC Judicial Services Division Director  
Jennifer Creighton – AOC Program Management Manager  
Bill Cogswell – AOC Associate Director/Operations Manager  
Kumar Yajamanam - AOC Architect Strategy Manager

## A. Introduction

<b>Project Name:</b>	Superior Court Management Feasibility Study	<b>Creation Date:</b>	2010-07-09
<b>Governing Body:</b>	Judicial Information Systems Committee (JISC)	<b>Revision Date:</b>	2011-03-18
<b>Project Agency:</b>	Administrative Office of the Courts (AOC) / Information Services Division (ISD)	<b>Contracting Firm:</b> (PSC 11062)	MTG Management Consulting, LLC
<b>Project Manager:</b>	Kate Kruller	<b>Authorized by:</b>	Vonnie Diseth

### Key Stakeholders:

- Superior Court Judicial Association (SCJA)
- Washington State Association of County Clerks (WSACC)
- Association of Washington Superior Court Administrators (AWSCA)
- Project Executive Sponsor Committee (ESC)
- AOC Senior Management
- ISD Senior Management
- AOC Superior Court Subject Matter Experts
- ISD functional area Subject Matter Experts (SMEs)
- ISD Managers

## B. Executive Summary

The Superior Court Management Feasibility Study (SCMFS) Project 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 calendaring and for case flow management functions, along with participant/party information tracking, case records and relevant disposition services functions, in support of judicial decision making, scheduling and case management.

This is a Judicial Information System Committee-approved project being conducted under the auspices of the Administrative Office of the Courts (AOC)/Information Services Division (ISD).

This project will follow the Project Management Institute (PMI) methodology – Project Management Body of Knowledge (PMBOK) guidelines where appropriate and generate the prescribed artifacts and control points identified in that methodology.

## C. Project Overview

In 2008, the JISC contracted with Ernst and Young to produce a series of strategic, business and operational plans to guide the JISC and AOC in the development and implementation of new information technology solutions and, where appropriate, the retirement and replacement of legacy applications. This feasibility study will represent the first effort under the plans developed by Ernst and Young to extend the level of business functionality provided to the courts and promote the potential modernization of one or more legacy applications.

In April 2010, under the governance model adopted by the JISC, the Superior Court Judges' Association (SCJA) Board of Trustees requested that the JISC direct the Administrative Office

of the Courts (AOC) to conduct a feasibility study for a court-based calendaring and case management system. The request asked that the feasibility study focus on commercially available programs, a statewide approach compatible with data transmission needs of AOC, and to focus on a system that would be ready to implement on July 1, 2011.

As a result, on June 25, 2010, the JISC approved a Request for Proposal (RFP), seeking an independent contractor to conduct a feasibility study regarding the acquisition and implementation of an automated system in support of the calendaring and case flow management business function of the superior courts. The study would also include other functions beyond calendaring and case management provided by each vendor.

In September, 2010, the Washington Association of County Clerks was asked to participate as partners with the judges in this request. The request was updated and modified in December, 2010 as a result of adding the County Clerks to the stakeholders for the project, recommendations made by the Executive Sponsor Committee (ESC) for the project and by the JISC.

The current request includes the original request made by the SCJA as well as an expanded scope of functionality as approved by the JISC on December 7, 2010. The Superior Court Management Feasibility Study (SCMFS) is now 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 calendaring and for case flow management functions, along with participant/party information tracking, case records and relevant disposition services functions, in support of judicial decision making, scheduling and case management.

## **D. Project Objectives**

This Superior Court Management Feasibility Study (SCMFS) project Phase I will consist of:

- Completing business and technical requirements analysis necessary to support the calendaring, caseload management and other business functions of the Superior Courts.
- Identifying and assessing market product alternatives, as well as the Pierce County LINX system, to provide calendaring, caseload management, along with participant/party information tracking, case records and relevant disposition services functions and other business functions of the Superior Courts.
- Evaluating market alternative systems with calendaring and caseload management, along with participant/party information tracking, case records and relevant disposition services functions, with a focus on interoperability with AOC legacy systems (systems built on older, unsustainable technology platforms), along with data integration and migration requirements.
- Determining the feasibility, issues, and risks of a project to implement a system or service which provides calendaring, caseload management, along with participant/party information tracking, case records and relevant disposition services functions of the Superior Courts in a non-unified court environment across 39 counties.
- Providing realistic cost estimates and timelines to implement a system comprised of a calendaring, caseload management, along with participant/party information tracking, case records and relevant disposition services functions, for the Superior Courts.

At its discretion, the AOC may also extend contractor involvement into the Superior Court Management Feasibility Study (SCMFS) project Phase II, which will consist of:

- Developing a Request for Proposal (RFP) that clearly states the business and technical requirements and vendor responsibilities for implementing the selected best-few alternative solutions recommended as an outcome of Phase I.
- Developing the assessment criteria and the RFP evaluation process necessary to support selection of the proposal that best meets the system and program requirements defined in the RFP.

This project will follow the Project Management Institute (PMI) methodology – Project Management Body of Knowledge (PMBOK) guidelines where appropriate and generate the prescribed artifacts and control points identified in that methodology.

## **E. Project Scope**

The project will follow a two-phased approach to address the scope:

### Phase I Activities

1. Requirements Analysis and Vendor Product Alternatives Assessment
2. Cost Estimation

### Phase II Activities if elected to proceed by AOC

1. Procurement RFP, Bidder Assessment Criteria and Evaluation Process

The scope of this project includes and excludes the following items as approved by the ESC and JISC and detailed in Appendix A and Appendix B:

The scope of this project is 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 calendaring and for case flow management functions, along with participant/party information tracking, case records and relevant disposition services functions, in support of judicial decision making, scheduling and case management.

### **1. In Scope:**

- Calendaring and Scheduling needs for Superior Courts: Schedule, Administrative Capabilities, Calendar, Case Event Management, Hearing Outcomes, Notifications, Reports & Searches
- Manage Case business needs for Superior Courts: Initiate Case, Case Participant Management, Adjudication/Resolution/Completion, Search Case, Compliance Deadline Management, Reports, Lifecycle (case flow)
- Entity Management needs for Superior Courts: Party Relationships, Search Party, Party Maintenance, Reports, Administer Professional Services
- Manage Case Records needs for Superior Courts: Docketing/Case Notes, Record Management, Exhibit Management, Reports and Searches.
- Pre / Post Disposition Services needs for Superior Courts: Compliance, Access to Risk Assessment Tools, Reports & Searches
- Decision to have MTG complete Phase II – Develop a procurement RFP

## 2. Out of Scope:

- Functionality needs for all other court levels (other than Superior Court).
- The decision to select a specific vendor product solution
- The issuance of procurement RFP
- Manage Finances needs for Superior Courts
- Administration needs for Superior Courts

## 3. Assumptions:

The following are a list of assumptions. Upon agreement and signature of this document, all parties acknowledge that these assumptions are true and correct:

- This project has the full support of the project sponsor, stakeholders, and all departments
- The purpose of this project will be communicated throughout the agency prior to deployment of any aspect of this project
- Coordination between the business entities and AOC/ISD will be such that all deployment actions, modifications, and process changes will be first negotiated to agreement and approved
- Each stakeholder, project sponsor, and project-related departments within AOC will provide whatever needed support is required for this project.

## 4. Constraints:

The following constraints pertain to the SCMFS Project:

- JISC is the overarching authority over activities and funding directly related to the scope of this project
- All hardware, software and services must be purchased in accordance with the allocated budget, timeline, contracting rules and laws
- All software and hardware systems considered must be compatible with AOC's current IT environment, standards and platforms

## 5. Deliverables Produced

The SCMFS Project is comprised of the following deliverables:

### Deliverable #1 – Project Work Plan

**Purpose:** Provides a detailed activity listing for completing the deliverables including an overview of resources required to complete specific tasks. The Work Plan includes:

- Key milestones and activities
- Work duration and level of effort
- Organization and sequencing of the work
- Resource allocation

## **Deliverable #2 – Project Schedule**

**Purpose:** Provides a high level view of the project deliverable, resources assigned to activities, and milestone timing. The Schedule will be in MS Project format. The Schedule includes:

- Activity or milestone name
- Start and finish dates
- Duration of activity
- Resources assigned to each activity
- Dependencies on other activities

## **Deliverable #3 – Business Requirements Document**

**Purpose:** Captures the business functionality required for business staff to perform their activities encompassed in the project scope. The Business Requirements Document includes:

- Unique requirements identifier
- Category for grouping purposes
- Description
- Actor
- Priority
- Source of requirement
- Processes that depend upon the requirement

## **Deliverable #4 – Technical Requirements Document**

**Purpose:** Captures the technical parameters required by the existing AOC Enterprise Architecture as well as the future technology roadmap. The Technical Requirements Document includes:

- Unique requirements identifier
- Category for grouping purposes
- Description
- Interfaces
- Data dependencies
- Source of requirement
- Processes that depend upon the requirement

## **Deliverable #5 – Requirements Gap Analysis**

**Purpose:** Captures the divergence of the best-few alternatives from the AOC requirements and the effort to bridge the gap. The Requirements Gap Analysis includes:

- Requirements identifier
- Indicator as to whether the requirement is satisfied or missing
- Level of effort to add the functionality or work around solution
- Impact of missing requirement

## **Deliverable #6 – Migration Strategy**

**Purpose:** Describes a logically sequenced implementation plan for the best-few alternatives. It will include identification of impacts to legacy applications that provide similar or duplicate functionality to that provided by the best-few alternatives and include data considerations. The Migration Strategy includes the following:

- New product-specific implementation activities
- New product customization decisions and activities
- Activities to prepare the current environment
- Overlapping system functionality reduction activities
- Work around activities
- Business process adaptations
- Hardware needs
- Staffing needs
- Sequence and dependencies of activities

### **Deliverable #7 – Integration Evaluation**

**Purpose:** Describes the level of independence and interdependence of the best-few alternatives operating within the AOC systems environment to operate independently while integrating with AOC systems and functionality and how the alternatives would integrate with functionality provided by AOC legacy systems. This will also include data integration considerations. The Integration Evaluation includes:

- Dependencies on existing systems and data interfaces
- Ready-to-use interfaces to existing system and data interfaces
- New interfaces that will be needed to support existing system and data interfaces
- Modifications that will be needed to support existing system and data interfaces
- Work around activities
- Business and technical process adaptations
- Staffing needs to support integration activities

### **Deliverable #8 – Feasibility Report**

**Purpose:** Delivers a comprehensive, formal written report to determine the feasibility of a project to implement a system or service which provides calendaring and caseflow management business, along with participant/party information tracking, case records and relevant disposition services functions, of the Superior Courts. The Feasibility Report will contain required elements as detailed in the Feasibility Study Guidelines for Information Technology Investments ISB Policy No. 202-G1. The Feasibility Report includes:

- Purpose statement and executive summary
- Project background, business case, and objectives
- Organization of the document
- Assessment approach
- Customers, stakeholders and organizational entities impacted by the project
- Best-few product analysis and alternatives considered
- Business and technical requirements documentation
- Gap Analysis
- Migration Strategy
- Integration Evaluation
- Summation of assessment
- Best-few alternatives modules beyond calendaring and case management, along with participant/party information tracking, case records and relevant disposition services functions, with pricing
- Relationship to the agency's business and IT strategic plans and IT portfolio
- Relationship to and impacts on the agency and state technology infrastructure

- Quality assurance plan
- Estimated timeline and work plan
- Cost/benefit analysis, including any assumptions used in the analysis
- Risk assessment and mitigation strategy
- Summary statement assessing the feasibility of implementing the selected alternative within the business environments of AOC and the Superior Courts.

#### **Deliverable #9 – High Level Cost Estimate**

**Purpose:** Provides a High Level Cost Estimate for procurement funding purposes. The High Level Cost Estimate includes:

- Initial product purchase and licensing costs
- Hardware costs
- Ongoing maintenance costs
- Full time employee costs
- Professional services required

#### **Deliverable #10 – Refined Cost Estimate**

**Purpose:** Provides a refined version of costs for procurement funding purposes. It is based on additional information gleaned during the assessment process. The Refined Cost Estimate includes:

- Initial product purchase and licensing costs
- Hardware costs
- Ongoing maintenance costs
- Full time employee costs
- Professional services required

#### **Deliverable #11 – Procurement RFP**

**Purpose:** Defines the scope of work requested and organization of responses from bidders for the proposed product procurement. The RFP includes:

- Executive summary
- Scope of work
- Vendor qualifications
- Funding
- Procurement timeline
- Acceptance criteria
- Contact and formal submission process
- General contract terms and conditions
- Contents of bidder proposals
- General evaluation criteria
- Bidder notification process

#### **Deliverable #12 – Bidder Assessment Criteria**

**Purpose:** Defines the objective criteria to be used for evaluating RFP bidder responses. The Bidder Assessment Criteria includes:

- RFP number and project name
- Evaluator numeric identifier
- RFP criteria with weighting

- Evaluator raw score
- Calculated score
- Score totals

### Deliverable #13 – Bidder Assessment Process

**Purpose:** Defines the process that will be used for evaluating RFP bidder responses and tabulating evaluator scoring. The Bidder Assessment Process includes:

- RFP number and project name
- Evaluator criteria and identification
- Collection of evaluator conflict of interest statements
- Identification of how and what information is provided to evaluators
- Identification of how and what information is collected from evaluators
- Handling of raw score data entry and combined scoring
- Score evaluation and notification to contract team

## 6. Acceptance Criteria

Beyond satisfying the deliverables criteria explicitly set forth in the signed Statement of Work PSC 11062, project success is confirmed when all deliverables specified in the Statement of Work are consistent with their respective Deliverables Expectation Document (DED) and signed by all vested parties as completed.

## 7. Organizations Affected or Impacted

The impact of this project on other organizations needs to be determined to ensure that the right people and functional areas are involved and communication is directed appropriately.

Organization	How Are They Affected, or How are They Participating?
ISD Functional Areas	ISD staff (Operations, Data Management, Infrastructure, PMO, and Architecture and Strategy) will participate in requirements identification, requirements analysis, and product demonstrations.
IT Governance (ITG) Process	There may be new requests that overlap with the scope of this project. These projects may need to be considered when evaluating potential solutions for this project.
AOC and ISD Sponsors	Sponsors must participate in resolving resource issues, risks, and other issues impeding the project's progress.
ESC	The ESC resolves issues around scope, deliverables, and court resources. Members are responsible for supporting ESC decisions and facilitating communications with their respective superior court associations.
AWSCA, WSACC, SCJA	These superior court associations (court administrators, county clerks, and judges respectively) provide representatives to the ESC, support ESC decisions, and provide court subject matter experts (SMEs).

Court SMEs	Court SMEs participate in business process mapping and definition, requirements identification and prioritization, and product demonstrations. Court SMEs include Judges, court administrators, and County Clerks
Project Team	Members contribute time and expertise toward the project activities as well as identify risks and address issues.

## F. Project Estimated Effort/Duration

The feasibility project duration is from November 2010 to December 2011.

Milestone	Date Completed	Deliverable(s) Completed
Project Planning and Initiation	December 2010 Amended February 2011	<ul style="list-style-type: none"> <li>Project Charter</li> <li>Project Work Plan</li> <li>Schedule</li> </ul>
Prepare High Level Cost Estimate	January 2011 Amended February 2011	<ul style="list-style-type: none"> <li>High Level Cost Estimate</li> </ul>
Develop Requirements	February 2011	<ul style="list-style-type: none"> <li>Business Requirements Document</li> <li>Technical Requirements Document</li> </ul>
Prepare Gap Analysis	March 2011	<ul style="list-style-type: none"> <li>Requirements Gap Analysis</li> </ul>
Complete Migration Strategy	March 2011	<ul style="list-style-type: none"> <li>Migration Strategy</li> </ul>
Complete Integration Evaluation	April 2011	<ul style="list-style-type: none"> <li>Integration Evaluation</li> </ul>
Prepare Refined Cost Estimate	May 2011	<ul style="list-style-type: none"> <li>Refined Cost Estimate</li> </ul>
Complete Project Feasibility Report	June 2011	<ul style="list-style-type: none"> <li>Feasibility Report</li> </ul>
Develop Bidder Evaluation Criteria and Evaluation Process	November 2011	<ul style="list-style-type: none"> <li>Bidder Evaluation Criteria and Evaluation Process</li> </ul>
Develop Procurement RFP	December 2011	<ul style="list-style-type: none"> <li>Procurement RFP</li> </ul>

## G. Constraints

The following constraints pertain to the SCMFS Project:

- All software and hardware must be compatible with current AOC/ISD platforms
- All hardware, software and services must be purchased in accordance with the allocated budget, timeline, contracting rules and laws
- Multiple projects are occurring simultaneously, which could impact the capacity and timeliness of this project
- Funding has been allocated for this project, however costs may vary and requirements change possibly affecting the project manager's ability to complete this project totally
- JISC and AOC Leadership prioritization to make the deliverables achievable in a timely manner

## H. Assumptions

Certain assumptions and premises need to be made to identify and estimate the required tasks and timing for the project. Based on the current knowledge today, the project assumptions are listed below. If an assumption is invalidated at a later date, then the activities and estimates in the project plan should be adjusted accordingly.

The project team's estimates on scope, effort, costs, and schedule for this project are based on the following assumptions.

- The Project Plan includes all activities directly associated with the Statement of Work PSC 11062 as well as supporting activities identified by the project team.
- The ESC manages scope issues and the associated risks identified with scope changes.
- Court SMEs are available to develop, review, and vet business requirements.
- ISD resources (business analysts, business liaison, and technical experts) are available to work on activities identified in the project plan.

## I. Project Risks

The following risks for the SMCFS Project have been identified. The project manager will determine and employ the necessary risk mitigation/avoidance strategies as appropriate to minimize the likelihood of these risks:

- Potential disruption to operations during solution deployment
- Insufficient funds to complete the project
- Resources get redirected away from the project

Project risks are characteristics, circumstances, or features of the project environment that may have an adverse effect of the project or the quality of its deliverables. Known risks identified with this project have been included below.

Risk Area	Level (H/M/L)	Risk Plan
<p>1. Project Dependencies: SCMFS is constrained by the anticipated completion of several projects that implement pieces of the approved Enterprise Architecture (EA). SCMFS will need to identify requirements and strategies in the feasibility study that assume the implementation of these EA pieces. Some of the projects haven't started, others are started but having difficulty, others are in progress: SCDX, UDM, MDM, and JIS Baseline.</p>	M	<ul style="list-style-type: none"> <li>Clearly document expected artifacts from dependent projects and gauge reliability of delivering these artifacts so that parameters around SCMFS are solid.</li> <li>Extend the timeline of SCMFS and concentrate efforts to complete dependent projects sooner.</li> </ul>
<p>2. EA Roadmap Compatibility: EA's goal is to implement solutions that can be applicable or usable across all courts. The SCMFS solution may not be applicable across courts, resulting in a silo of application or functionality.</p>	L	<ul style="list-style-type: none"> <li>Ensure that best-fit solutions adhere to an open architecture as defined by EA.</li> <li>Focus on a small set of functional requirements to satisfy a broader court base. For example, calendaring across all courts with the ability to customize the business interface by courts. Use COTS for adding each new function across courts. Requires SCMFS scope change.</li> <li>Document an EA requirement for the SCMFS vendor to consider modular products available for the current scope.</li> </ul>

## J. Project Constraints

The following constraints exist for this project:

- ISD Technical Resource Availability / Capacity: There are many projects running in parallel that require the same types of resource skills. The schedule for this project may need to adjust based on the relative priorities assigned to projects for which it competes for resources.
- Court Subject Matter Expertise: There are many projects running in parallel that require the same types of specialized expertise. The schedule for this project may need to adjust based on the relative priorities assigned to projects for which it competes for resource expertise.

- Sponsorship Availability: The project requires engagement by AOC and court sponsors to manage risks around scope and requirements. The schedule for this project may need to adjust based on the availability of sponsors to make timely decisions.

## K. Project Dependencies

The following project dependencies exist for this project:

Project	Est. Date Due	Deliverable Dependency
JIS Baseline Services: Define criteria for identifying future JIS baseline services provided and supported by AOC centrally.	June 2011	This project defines the business functions and scope of support for many of the functions within scope for SCMFS. The baseline definitions may influence migration planning.
Superior Court Data Exchange	June 2012	SCMFS needs to incorporate or consider the new design and implementation of data exchanges in its migration planning.
Master Data Management: Develop a data governance model and data quality program and select a standard set of technology tools for data management.	June 2013	SCMFS vendor product or related migration plans would need to incorporate the use of the tools identified in this project.
Unified Data Model: A centralized data repository will be built using a structured design approach that identifies subject areas and the associated rules to align with the business needs.	June 2013	SCMFS vendor product or related migration plans would need to incorporate interfaces to the new repository.

## L. Project Summary Budget

The following is a summary of the budget for each deliverable as defined in the fixed bid Personal Services Contract PSC 11062 Superior Court Management Feasibility Study (SCMFS) Project funding as approved by the JISC:

Deliverable Number	Deliverable Title	Cost
<b>PHASE I</b>		
1, 2	Work Plan, Schedule	\$10,000
3	Business Requirements Document	\$25,700
4	Technical Requirements Document	\$19,500

5	Requirements Gap Analysis	\$29,300
6	Migration Strategy	\$30,400
7	Integration Evaluation	\$16,500
8	Feasibility Report	\$29,900
9	High Level Cost Estimate	\$12,050
10	Refined Cost Estimate	\$13,400
<b>Phase I Total</b>		<b>\$186,750.00</b>
<b>PHASE II</b>		
11, 12, 13	Procurement RFP, Bidder Evaluation Criteria, Bidder Evaluation Process *	
<b>Phase II Total</b>		<b>\$100,000.00</b>
<b>TOTAL</b>		<b>\$286,750.00</b>

\* Payment schedule to be determined for Phase II deliverables

*Note: MTG Contract Amendment was made to adjust to authorized scope change. Overall increase was \$51,750 (new Phase I Total is now \$186,750).*

## M. Project Authority

### 1. Funding Authority

Personal Services Contract PSC 11062 Superior Court Management Feasibility Study (SCMFS) Project funding as approved by the JISC.

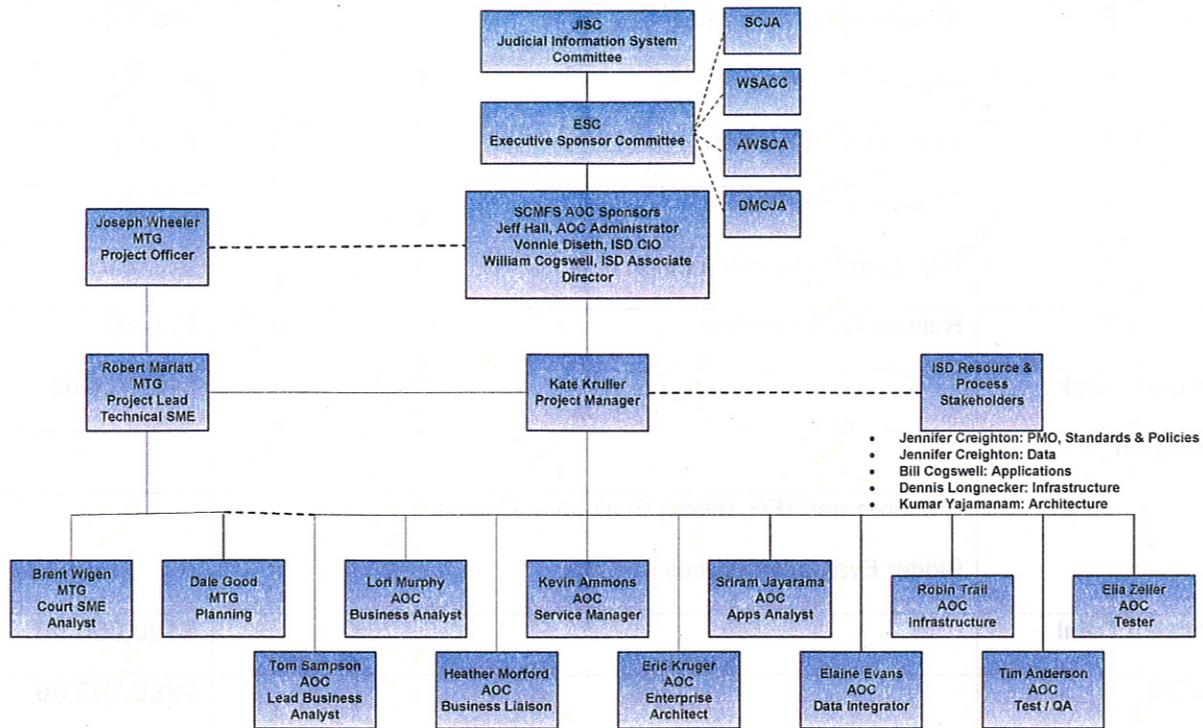
### 2. Project Oversight Authority

Personal Services Contract PSC 11062 Superior Court Management Feasibility Study (SCMFS) Project signed Statement of Work which includes success criteria; ESC oversight with scheduled meetings for review of risks, schedule, and deliverables.

## N. Project Organization / Project Management Structure

### 1. Organization Chart

The following project organization chart depicts the proposed project roles and relationships:



Superior Court Management Feasibility Study (SCMFS)  
Project Organization V4.0 2010-12-06

## 2. Roles and Responsibilities

The following is a list of AOC and MTG project roles and responsibilities necessary for the successful completion of this project.

Role	Time Commitment	Responsibilities
All (MTG/AOC)	<ul style="list-style-type: none"> <li>Varies</li> </ul>	<ul style="list-style-type: none"> <li>Follows all project standards.</li> <li>Participates in all checkpoints.</li> <li>Completes assigned tasks on time.</li> <li>Raises issues immediately to AOC and MTG Project Management Staff.</li> </ul>
Project Executive Sponsors (AOC) Chairpersons of the Superior Court Judges, Clerks, and Court Administrators associations, ISD Director	<ul style="list-style-type: none"> <li>Varies</li> <li>Available to support rapid decision-making, roadblock removal, and prioritization for the project</li> </ul>	<ul style="list-style-type: none"> <li>Provides overall project guidance and customer escalation path.</li> <li>Resolves issues requiring management attention.</li> <li>Resolves major change requests and issues.</li> <li>Champions the project.</li> </ul>
ISD Management (AOC)	<ul style="list-style-type: none"> <li>Varies</li> <li>Attends key checkpoints and status meetings</li> </ul>	<ul style="list-style-type: none"> <li>Represents engagement to stakeholders, as appropriate.</li> <li>Promotes and champions engagement to external agencies and third parties of interest.</li> <li>Provides ongoing support for resolution of impediments or blocking issues.</li> </ul>

Role	Time Commitment	Responsibilities
Project Manager (AOC)	<ul style="list-style-type: none"> <li>• Full Time</li> <li>• Attends key sessions, all checkpoints, and all status meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Provides overall leadership and oversight to project.</li> <li>• Manages AOC personnel and responsibilities for this project</li> <li>• Responsible for MTG management and oversight.</li> <li>• Assists MTG with finalizing project milestone deliverables, activities, tasks, assignments, milestones and estimates.</li> <li>• Reviews and approves project deliverables and project work plans.</li> <li>• Defines and documents changes to scope, risks, and assumptions.</li> <li>• Manages personnel and related issues and coordinates issues with MTG and any interested third-parties.</li> <li>• Serves as the interface between MTG and all AOC departments participating in the project.</li> <li>• Administers the Project Change Control Process with MTG Project Lead.</li> <li>• Participate in project status meetings.</li> <li>• Ensures that work plans and activities are coordinated across programs and that dependencies are identified, communicated to involved parties, and efficiently managed.</li> <li>• Resolves deviations from the estimated plan and schedule.</li> <li>• Helps resolve project issues and escalates issues within AOC organization, as necessary.</li> <li>• Procures/creates/manages contracts; recommends policy directives to senior management.</li> <li>• Communicates with stakeholders.</li> <li>• Report project status to appropriate levels of AOC management.</li> <li>• Prepares weekly status reports.</li> </ul>

Role	Time Commitment	Responsibilities
<b>Project Lead (MTG)</b>	<ul style="list-style-type: none"> <li>• Full Time</li> <li>• Attends key sessions, all checkpoints, and all status meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Prepares project work plans that identify work activities for both MTG and AOC staff.</li> <li>• Coordinates with AOC Project Manager on client staff work activities as necessary.</li> <li>• Develops project milestone deliverables in collaboration with AOC the Project Manager and AOC Project Team.</li> <li>• Finalizes project milestone deliverables, activities, tasks, assignments, milestones and estimates.</li> <li>• Daily coordination of MTG team staffing and resources.</li> <li>• Directs and manages workload of MTG staff.</li> <li>• Documents and manages impediments and blocking issues to closure and resolution.</li> <li>• Timely coordination of deliverables with AOC management.</li> <li>• Makes decisions to keep the MTG work on budget and on time.</li> <li>• Works with AOC to define and enforce project standards and scope management.</li> <li>• Timely coordination of issue management and resolution process with AOC Project Manager and MTG.</li> <li>• Escalates identified issues and risks to the AOC Project Manager.</li> </ul>
<b>Business Liaison (AOC)</b>	<ul style="list-style-type: none"> <li>• Varies</li> <li>• Attend key sessions, all checkpoints, and all status meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Communicates directly with customer groups and works closely with business analysts to clarify and prioritize requirements.</li> <li>• Ensures that adequate customer representation exist for key project requirement sessions and vendor demonstrations.</li> <li>• Captures customer responses to project deliverables and product information.</li> <li>• Works with the Project Manager to identify issues and risks.</li> </ul>
<b>Business Analyst (AOC)</b>	<ul style="list-style-type: none"> <li>• 80%</li> <li>• Attend key sessions, all checkpoints, and all status meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Works closely with the Business Liaison in communications with customer groups to clarify and prioritize requirements.</li> <li>• Clarifying business and functional requirements.</li> <li>• Performing assessments and reviews.</li> <li>• Creating project level documentation as needed.</li> <li>• Facilitating interactions with internal and/or external parties of interest.</li> <li>• Participating in as-needed communication, work sessions, and reviews for input/feedback. Works with the Project Manager to identify issues and risks.</li> </ul>

Role	Time Commitment	Responsibilities
<b>Functional Domain Experts (AOC)</b>	<ul style="list-style-type: none"> <li>Varies</li> <li>Attend key sessions, all checkpoints, and all status meetings</li> </ul>	<ul style="list-style-type: none"> <li>Clarifying business and functional requirements.</li> <li>Performing assessments and reviews.</li> <li>Creating project level documentation as needed.</li> <li>Facilitating interactions with internal and/or external parties of interest.</li> <li>Representing all ISD business viewpoints.</li> <li>Participating in as-needed communication, work sessions, and reviews for input/feedback.</li> </ul>
<b>Technical Domain Experts (AOC)</b>	<ul style="list-style-type: none"> <li>Varies</li> <li>Attend key sessions, all checkpoints, and all status meetings</li> </ul>	<ul style="list-style-type: none"> <li>Clarifying technical requirements.</li> <li>Performing assessments and reviews.</li> <li>Creating project level documentation as needed.</li> <li>Facilitating interactions with internal and/or external parties of interest.</li> <li>Representing all ISD technical viewpoints.</li> <li>Participating in as-needed communication, work sessions, and reviews for input/feedback.</li> </ul>
<b>Domain Experts (MTG)</b>	<ul style="list-style-type: none"> <li>Full Time</li> <li>Attend key sessions with AOC as needed</li> </ul>	<ul style="list-style-type: none"> <li>Understand AOC business and technical requirements.</li> <li>Works closely with AOC experts to create the MTG deliverables as stated in Section D Deliverables.</li> </ul>

### 3. Project Management Structure

The SCMFS Project will follow adopted ISD PMO policies, procedures, methodologies, standards, guidelines, and reporting protocols. Similarly, this project will utilize applicable PMO templates, models, and frameworks in achieving its objectives.

#### Project Meetings

The SCMFS Project Manager and Project Lead will meet weekly to discuss project status and issues. The project team will meet weekly to ensure coordination of overall project activity.

#### Project Status Reporting

The Project Manager and Project Lead will use the ISD PMO status template for weekly status reports.

#### Issue Management

The Project Manager and Project Lead will maintain a central Issues Log. The Project Lead and Project Team members will be responsible for identifying issues. The Project Manager and Project Lead will assign responsibility for the resolution of project issues and report progress in the issue log. Most project issues are expected to be resolved within the Project Team. Issues that require resolution external to the Project will be assigned to the appropriate external resource and monitored by the Project Manager and Project Lead. Decisions within the scope of the Project will be made by the Project Team.

## **Change Control**

The Project Manager and Project Lead will maintain a central Change Control Log. Change requests can be raised by any member of the Project Team. The standardized ISD change control process will be followed relative to impact analysis, approval, and plan modifications. The Project Manager and Project Lead will assign responsibility for change request analysis. Changes that require external approval will be presented to the Project Sponsor and monitored by the Project Manager and Project Lead. Decisions within the scope of the Project will be made by the Project Manager and Project Lead.

## **Scope Management**

A change request can also be initiated whenever there is a need to change the scope of the Project, as defined in the project charter. Scope change is acceptable, provided that:

- The need for the change is critical.
- The Project Sponsor agrees the new requirement or change is needed.
- The impact of the change has been analyzed and understood.
- The resulting changes to the Project (cost, timing, quality of deliverables, and human resources) are approved and properly implemented.

The scope management process will follow the stated change request process.

## **Project Management Tools**

The main project management tools used will be the MS Office Suite of software applications, including Word, Excel, MS Project, and Visio.

All project documents will be stored on the public drive in the project folder. The Project Manager and Project Lead are responsible for publishing completed document versions to AOC SharePoint site.

## **Risk Management**

The Project Manager and Project Lead will develop a Risk Log plan at the beginning of the Project. The Project Manager and Project Lead will own the Risk Log and will maintain this plan throughout the life of the Project. The process includes the following:

- Risk identification is the responsibility of all Project Team members.
- The Project Manager and Project Lead will manage the Risk Log and the overall risk review process in accordance with standard ISD project risk management processes.

Monitoring and mitigation activities for specific risks may be assigned to any Project Team member although overall monitoring remains with the ISD leadership team.

## **Communication Strategy**

Project Management Plan will contain a detailed Communications Plan. Initial project communication will be conducted through the project initiation and planning phase deliverables. During the execution and monitoring and control phases communication will be handled via weekly meetings, meeting minutes, and status reports. In the closeout phase communication will occur in the form of a project closeout report and lessons learned report.

## O. Project Facilities and Environment

The following is a list of provisioning for MTG project team members that will be provided by AOC:

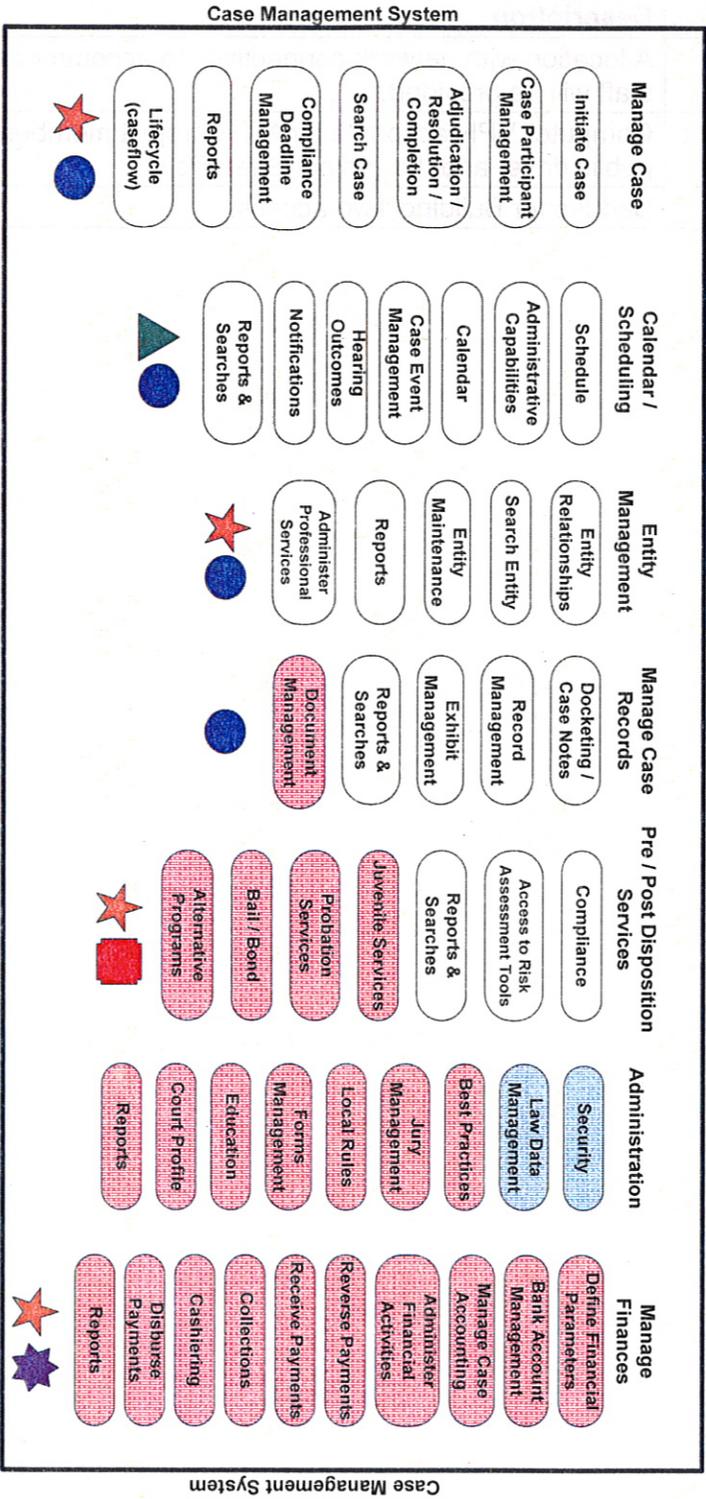
Item	Description
Office Space	A location with network connectivity to accommodate two on site MTG staff will be provided.
Computer Account	Computer VPN accounts for MTG project members to access email, the public drive, and the project SharePoint.
Facilities Badge	Badges for Building Two access.

# P. Appendix A SCMFSS Scope Diagram

## Superior Court Management Feasibility Study SCMFSS Scope Diagram - Current JIS Business Functions

JISC APPROVED V14.0 2011-03-04

Case Management System



Key

In Scope
 Out of Scope
 Transferred to Technical Requirements
 JIS
 SCOMIS
 CAPS
 JRS
 JABS

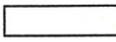
Areas overlapping existing JIS System functionality

## Q. Appendix B SCMFS Scope Definitions

### Introduction

This document provides short definitions for the business functions listed in the companion Superior Court Management Feasibility Study (SCMFS) Scope Diagram document. Definitions highlighted in gray are out of scope for the SCMFS project. All other definitions are in scope for the project.

Note: Text Background Color Key:

In-Scope items have white background = 

Out-of-Scope items have gray background = 

Tech Requirement items have brown background = 

### Manage Case

Capabilities listed are focused on the processes associated with Superior Court case management. These capabilities are broke down into seven sub capabilities.

#### Initiate Case

The Initiate Case capability focuses on the activities of creating a case in the Superior Court. This capability is broad in scope and covers Superior Court: civil, juvenile, and criminal cases.

#### Adjudication / Resolution / Completion

The Adjudication / Disposition capability supports the decision making process in the courts. It is made up of the processes of entering the resolution and completion outcomes of a case.

#### Compliance Deadline Management

Capability to track and enforce due dates and obligates for court processes. An example of this is the establishment of a due date for the exchange of witness lists and ensuring if it is done.

#### Lifecycle

The sub capabilities that make up the Lifecycle capability support the **workflow process of the court**. Tracking and monitoring milestones, setting statuses, sealing cases: link / consolidate, milestones, status, seal case.

“Caseflow management is the court supervision of the case progress of all cases filed in that court. It includes management of the time and events necessary to move a case from the point of initiation (filing, date of contest, or arrest) through Disposition, regardless of the type of disposition. Caseflow management is an administrative process; therefore, it does not directly impact the adjudication of substantive legal or procedural issues.”

“Caseflow management includes early court intervention, establishing meaningful events, establishing reasonable timeframes for events, establishing reasonable timeframes for disposition, and creating a judicial system that is predictable to all users of that system. In a predictable system, events occur on the first date

scheduled by the court. This results in counsel being prepared, less need for adjournments, and enhanced ability to effectively allocate staff and judicial resources."

Caseflow Management Guide, Page 1, State Court Administrative Office of the Courts, Lansing, Michigan, Undated.

#### Case Participant Management

The Case Participant Management capability involves assigning specific people to cases. This assigning of people actually links participants defined in Party Management to actual cases. Activities include the addition, maintenance, removal, and sealing of participants on a case seal (participant) for a case, and expunging a party/person from a case.

#### Search Case

Describes the ability to search for case information, and presents the results in a useful and meaningful way. Includes at a minimum those capabilities currently supported by the SCOMIS index.

#### Reports

General Reporting and Searching capabilities used to support Case Management activities.

### **Calendar / Scheduling**

All aspects of Calendaring and Scheduling for courts are captured in this capability. This capability is broken down into six sub capabilities.

#### Administrative Capabilities

Administrative capabilities related to Calendaring / Scheduling are focused on scheduling resources. This includes Judicial Officers, equipment, Court Rooms, Court Resources, Interpreters, etc. It also involves the timing of scheduling events such as divorce proceedings which are held the third Wednesday of the month. These events are typically completed as a Court Administration function: set up, manage caseload, manage resources – establish available times (Courtrooms, Judicial Officers, etc.), delete resources, calendar profile / date – session profile.

#### Case Event Management

Case Event Management focus on those activities that support management of case events. This includes confirmation of notice/warrant service, all case/court papers have been filed timely, and that all actions have been completed before a participant steps into the court room. These activities help facilitate all the prehearing/pretrial events. At a minimum, these activities mirror what is done in the SCOMIS "Case Schedule Tracking"/"Caseflow Management Track" functionality.

#### Hearing Outcomes

These capabilities revolve around the documentation of events (record the outcomes) of a hearings: actions taken, and follow up on actions to perform. Recorded outcomes of events include clerk minutes, capturing the outcome of the event (Continuance, Stricken, Court Order, etc.) in a searchable/selectable format, not just a note in a docket entry.

#### Schedule

Scheduling capabilities deal with the details of scheduling court resources, and participants for a case/hearing: assigning resources and producing reports.

#### Notifications

The capabilities associated with Notifications revolve around the functions of scheduling and monitoring the disbursement of notifications from court to participants: confirmation, monitor, verification, and recording who they are sent to. The capability of parties to confirm or strike motions electronically when responding to notifications.

### Reports and Searches

This capability support the reporting needs of the court related to public calendaring information, scheduling notice to send out, notifications sent to participants for dates due in court or information required, and other notification functions: public, confidential, notices, see CAPS and other systems, calendar load, court dates sent to participants. Includes at a minimum those capabilities currently supported by the SCOMIS Index.

### Calendar

This capability includes the creation, formatting, maintenance, and distribution of court calendars for each type of hearing and conference. Calendars, as considered within this context, may also include Alternative Dispute Resolution (ADR) events such as mediation, as well as other events that are quasi-judicial in nature. Calendaring, therefore, encompasses all proceedings in which arguments, witnesses, or evidence is considered by a Judicial Officer, magistrate, referee, commissioner, or other judicial officer in court events such as trials and hearings, lower court reviews, trial court conferences aimed at information gathering or pre-trial resolution, and ADR events.

The scheduling of hearings and conferences (see Scheduling Function) provides the source information for court calendars. The Calendaring Function creates calendars by accepting schedule information, combining it with information from other functions (e.g., basic case information from the Docketing and Related Recordkeeping Function, Judicial Officers' notes), and arranging the information into the calendar format. As the hearing date approaches, users maintain calendars by re-generating all or part of the calendar to reflect scheduling changes, entering or updating calendar notes, making changes to the format or organization of calendars. They then generate the updated calendars for electronic or printed distribution.

The ability to create and maintain blocked calendar entries is included here. There includes the functionality to set limits on the number events to schedule in a block and to override that limit when needed. The functionality to move a single event or the entire block of events in a single action is included here also.

Calendaring is the activity of scheduling cases for hearings before the court and consists of the coordination of case actors (judges, attorneys, litigants, interpreters, etc.) and physical resources (court rooms, AV equipment, etc.) based on a set of conditions that include case type, hearing type, required actors, and required physical resources. For example, a request for a motion hearing in a domestic case before Judge A (conditions) would result in the hearing being set on the next future date that Judge A is scheduled to hear domestic case motions).

A calendaring system supports calendaring through automation of case hearing scheduling based on a set of rules (conditions). A calendaring system produces reports that details all cases scheduled for a particular date, time, and place and reports that detail all of the scheduled hearings for a particular case. A calendaring system generates notices to individuals regarding the scheduling of hearings in a particular case.

Calendaring is a sub-activity of case management. That is, you may have a calendaring system without having a case management system. A case management system presumes the existence of a calendaring system as either part of the case management system or through the exchange of data with a separate calendaring system.

### Entity Management

Capability captures all business capabilities related to the tasks associated with Party Management. This includes searching, identification, adding, deleting, association with other Parties, and related processes in the court environment. A Party is any entity associated with a court case or court activity. This includes, but is not limited to, Judicial Officers, businesses, victims, litigants, attorneys, defendant's, and other court staff, etc. . There four sub capabilities associated with Party Management.

### Party Maintenance

The Party Maintenance capability covers the activities related to keeping Party (Person) data current and accurate. This includes addition of new information to a Party and updating existing information as it changes: add party, end dating party, seal party, update party, and update party status. Official and Organization Person records are part of the JIS Person Database. An official/organization person record must exist in the system before that person can be granted security as a JIS user or be associated with a case as a participant. Judicial Officers are added as officials in a court when they fill a seat on the bench at a particular court, and removed when they leave a court and the time for appeal of cases has passed.

### Search Party

The Search Party capability allows for the searching for Parties based on a variety of variables. The Party information may reside in any number of physical databases: phonetic, alpha, weighted. Includes at a minimum those capabilities currently supported by the SCOMIS Index.

### Party Relationships

The Party Relationships capabilities covers the activities needed to tie party members together indicating some form of relationship and maintaining that relationship. This can be Parent/Child, Guardian/Participant, Attorney/Client, or other relationship: add, update, AKA maintenance.

### Administer Professional Services

The Administer Professional Services capability deals with inventorying the social services that are available to case participants. This includes activities such as ensuring the social service agency complies with the rules and regulations, and the inventory of available organizations is kept current, and in some cases that the individual providers are qualified. This was moved under Entity Management since a service agency is just another Entity that is inventoried/managed by the courts.

### Reports

Reports for Party Management fall into two categories. They are either ad hoc reports or Structured / Standard reports. Ad hoc reporting includes reports that provide one time answers on a non-scheduled / non-recurring basis. Structured / Standard reports are produced on a regular basis and are produced more than once. Both of these reports only provide information related to Party information.

## **Manage Case Record**

Capability is focused on the management of court records, including document indexing (docketing), managing and processing exhibits, and management of court proceeding recordings. There are four sub capabilities in the Manage Record capability.

### Exhibit Management

Exhibit Management capabilities focus on the receiving, storing, and destruction of court exhibits. These are physical assets that are to be tracked.

### Court Proceeding Records Management

Court proceeding record management capabilities focus on the maintenance, indexing, access, and deletions/destruction of the recordings of court proceedings.

### Reports and Searches

The Report capabilities support record management functions/activities through ad hoc reporting and standard reports to support mandatory reporting requirements. Includes at a minimum those capabilities currently supported by the SCOMIS Index.

### Docketing / Case Notes

Docketing is the creation and maintenance of the legal record of the index of court actions taken and documents filed in a particular case. A docketing system is the creation and maintenance of that legal index record in electronic form.

*Note: As a general rule and practical matter, calendaring and/or case management systems are highly dependent upon the data and information in a docketing system. For example, a summary judgment motion is filed and the official record of that document is created in the docket. The motion also serves as the request for court time to be **calendared**. The motion also serves as the date marker relative to a **case management** rule regarding the sequencing and timing of the request and scheduling of the hearing for purposes of compliance monitoring and enforcement.*

#### Document Management –

Document Management capabilities support all functions related to the processing of physical documents (paper or electronic) in the court environment. There are eight sub capabilities that support this capability: receive, imaging, eFiling, disburse, search, store, archive, delete/destroy.

### Pre/Post Disposition Services

Capabilities related to activities that take place before a case is heard and after a case is heard, including decision making activities. This is broken down into five basic capability areas. They are; Compliance, Juvenile Detention, Administrative Services, Judicial Decision Making, and Reports

#### Judicial Information Resource

The sub capabilities under the Judicial Information Resource capability focus on tools/information needed to make an informed decision on a case. This includes decision record management, record generation, and record access for decision making. An example of the key data to be include is access to the electronic affidavit with a log of who did what and reasons for actions in a searchable and easily displayable format (not just hidden in a docketing entry).

#### Reports and Searches

The Reporting capability falls into two categories, there are ad hoc reporting needs and structured reports to support tracking and monitoring needs of the court: tracking and monitoring, ad hoc reporting. Includes at a minimum those capabilities currently supported by the SCOMIS Index and the Judicial Access Browser System (JABS). This includes access to all relevant information/records, access to participant historical information, the ability to issue and manage decision records, access to participant history, and Washington State Patrol and Department of Licensing data,

#### Compliance

Capabilities that support the establishment, tracking, and monitoring of the terms of predisposition conditions of release, probation imposed (juvenile), treatment options, and sentencing.

#### Access to Risk Assessment Tools

This capability includes the access to/integration with existing tools used to perform an assessment of an individual to support monitoring terms imposed by the court. The assessment includes identifying whether the person is a risk to self, or others, and to assist with the management of risk of harm.

#### Bail / Bond

This capability includes the activities associated with bail management (e.g. collecting bail money, bail bonds, and producing receipts and reports).

#### Probation Services

This capability supports monitoring a person convicted of a crime to remain at liberty, subject to certain conditions and under the supervision of a probation officer.

### Alternative Programs

This capability includes activities for tracking juveniles enrolled in alternatives program (i.e. electronic home monitoring, work crew, group care) in lieu of detention.

### Juvenile Services

#### Juvenile Detention

The Juvenile Detention capabilities support activities and actions around the juvenile detention services. This includes the capabilities of Admission, Release, Tracking, and Facility Management: admissions, release, tracking, facility management.

#### Admit Juvenile to Detention

This capability includes the activities needed to support admitting a youth into a detention facility.

#### Monitor Juvenile in Detention

This capability includes the activities needed to support monitoring a youth in a detention facility.

#### Release Juvenile from Detention

This capability includes the activities needed to support releasing a youth from a detention facility.

### Administration:

Capabilities conducted for managing and supporting a Court for carrying out its business mission. There are eight sub capabilities that fall under Administration.

#### Law Data Management **Court participants flagged as non-functional**

The Law Data Management capability covers activities associated with adding, updating, and deleting the laws that the court enforces (local and Statewide). Provide review and interpretation of newly enacted statutes on penalty assessments for proper categorization in the law table. Coordination of law data between JIS and the Washington State Patrol, WAPA charging manual, and Fish and Wild Life bail schedules. Determine class of offense for each law, Law Data, and begin and end effective dates.

All non civil cases require a reference to a law in a charging document, or referral notice.

#### Security **Court participants flagged as non-functional**

The Security capability focus's on the computer application and data security functions for the court. This includes creation of Logon Ids, assigning access rights to applications, maintenance of security privileges, removal of security privileges as needed, and monitoring access activities with the use of security reports. Data and applications are secured from unauthorized access and access is granted as needed to authorized individuals.

Security of cases, calendars, case notes, and other information is a major risk to the integrity of the court functions. The need to securely and effectively restrict access to sealed cases falls under the security umbrella. The ability for a system user to have access to processes they need to perform their job functions, and only those processes, is a critical aspect of security in any business environment, but even more so in the court environment due to the amount of confidential data maintained in the court systems.

### Jury Management

Jury Management capability involves all activities related to Jury Pool setup, selection, notification, jury service postponement, tracking, and payment: create, maintain, selection, notification.

#### Local Rules

The capabilities associated with Local Rules deal with the creation and maintenance of those rules that each individual jurisdiction/court makes in how to do business in their business area: create, maintain.

#### Best Practices

The capabilities associated with Best Practices deal with the creation, maintenance, and education of court staff on the best practices developed in the administration of court processes and functions: create, maintain, education.

#### Forms Management

This capability revolves around the creation and maintenance of forms used by the courts from a global perspective. Those forms that are unique to a given court are not included in the scope of work covered by this capability.

#### Education

This capability involves the function of providing educational services to the different courts by AOC related to new Judicial Officer training, new global court processes and procedures, and system usage.

#### Court Profile

The court profile contains information that is specific to a particular court. This information may include court location, hours of operation, form letters, and any other court specific information that may be required when performing court business processes.

#### Reports

The Administrative Reports activity focus on the general reporting needs of the organization.

### **Manage Finances:**

Capabilities related to financial processes at a Court. There are six sub capabilities that fall under the Manage Finances area.

#### Receive Payments

The Receive Payments capability focuses on the activities at a court related to the receipt of payments for any activity/reason. The Receive Payments capability consists of three sub capabilities. These sub capabilities are based on the type of payment that can be received. They are Trust Payments, Court Payments, and Bail Payments.

#### Disburse Payments

The Disburse Payments capabilities focuses on the activities at a court related to the distribution of assets (primarily money) to owed parties. The Disburse Payments capabilities consist of three sub capabilities. These sub capabilities are Recipients of Trust Payments, Remittances to Government Entities, and Returns to Payee / Applied to Case.

#### Administer Financial Activities

The Administer Financial Activities focus on those activities that deal with financial activities other than receiving and distributing funds for a Court. This includes End of Period Activities, Bank Reconciliations, Audits, and processing Unclaimed Property.

#### Manage Case Accounting

The Manage Case Accounting Actions focus on the management functions for financial operations. This includes Maintaining the Chart of Accounts, Maintaining bank relationships, and Reporting activities: setup accounts receivables / payables, setup payment agreements.

#### Collections

The Collections capability focuses on the activities related to account receivable collections. This includes sending notifications to owing party, assigning A/R to a collection agency, tracking payment history, etc.: setup, collections management.

#### Reports

This capability deals with all financial data reports not specifically identified in the other sub capability areas.

#### Define Financial Parameters

This capability supports the Court processes and functions that support the accounting and financial operations of a court.

#### Bank Account Management

This capability addresses the activities associated with establishing, maintaining, and tracking bank accounts (as opposed to case accounts) and performing ancillary tasks such as accruing interest, reconciling accounts, and producing journals and reports. These tasks address accruing interest on bank accounts but not within the court accounting system on the case, party, or other funds in bank accounts. Similarly, these tasks do not address interest on delinquent payments.

#### Reverse Payments

This capability should include but not be limited to identifying and processing dishonored payments (e.g. NSF checks, credit card payments, counterfeit currency, or payments done in error).

#### Cashiering

This capability includes activities around funds collected from parties and their representatives who submit payments required by the court. Receipting (cashiering) functions can be performed at the cashiering station of the front counter in the clerk's office if payments are made in person rather than electronically or by mail.