



## Judicial Information System Committee (JISC)

Friday, December 2, 2011 (9:00 a.m. – 3:00 p.m.)

CALL IN NUMBER: 360-704-4103

SeaTac Facility: 18000 INTERNATIONAL BLVD, SUITE 1106, SEATAC, WA 98188

### AGENDA

1.	<b>Call to Order Introductions Approval of Minutes</b>	Justice Mary Fairhurst	9:00 – 9:05	Tab 1
2.	<b>New JISC Member Appointments</b>	Justice Mary Fairhurst	9:05 – 9:10	Tab 2
3.	<b>Budget Update</b>	Ramsey Radwan, MSD Director	9:10 – 9:30	Tab 3
4.	<b>Superior Court Case Management Update</b> a. SC CMS RFP Steering Committee Charter b. Business Requirement Status c. RFP Procurement Plan d. Legislative Proviso Report and Association Letters	Ms. Kate Kruller, PMP  Ms. Vonnie Diseth, ISD Director	9:30 – 10:30	Tab 4
	<b>Break</b>		10:30 – 10:45	
5.	<b>IT Governance Requests</b> a. October ITG Status Report b. Request #5 – Email/Text Court Date Reminders c. Request #102 – New CLJ CMS Feasibility Study d. Request # 85 – JRS Replacement Feasibility Study	Mr. Kevin Ammons, IT Service Delivery Coordinator	10:45 – 12:00	Tab 5
	<b>Lunch - Working</b>		12:00 – 12:20	
6.	<b>DB2 Upgrade Update – Planned for December 8</b>	Ms. Vonnie Diseth, ISD Director	12:20 – 12:30	Tab 6
7.	<b>Information Networking Hub Overview (INH)</b>	Mr. Dan Belles, PMP Mr. Eric Kruger, Architect	12:30 – 1:30	Tab 7
8.	<b>JIS Priority Project Status Reports</b> a. ITG Request #81 – Adult Risk Assessment (ARA) b. Vehicle Related Violations (VRV) c. Superior Court Data Exchange (SCDX) i. Increment 2 & 3 Funding Request <b>Decision Point</b> d. ITG Request #45 – Appellate Court EDMS	Mr. Martin Kravik, PM  Ms. Vonnie Diseth Mr. Bill Burke, PMP  Mr. Bill Burke, PMP	1:30 – 2:30	Tab 8
9.	<b>Committee Reports</b> a. Data Management Steering Committee	Mr. Rich Johnson	2:30 – 2:45	
10.	<b>Meeting Wrap-Up</b>	Justice Mary Fairhurst	2:45 – 3:00	
11.	<b>Information Materials</b> a. ISD Monthly Report b. IT Governance Material c. Baseline Service Level/SCCMS Comparison			Tab 9

Persons with a disability, who require accommodation, should notify Pam Payne at 360-705-5277 [Pam.Payne@courts.wa.gov](mailto:Pam.Payne@courts.wa.gov) to request or discuss accommodations. While notice 5 days prior to the event is preferred, every effort will be made to provide accommodations, when requested.

### **Future Meetings:**

#### **March, 2012**

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

- Budget Status Report
- JIS Priority Project Reports
- Feasibility Study Policies

#### **May 4, 2012**

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

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

## JUDICIAL INFORMATION SYSTEM COMMITTEE

October 7, 2011  
9:00 a.m. to 3:00 p.m.  
AOC Office, SeaTac, WA

### DRAFT - Minutes

#### Members Present:

Mr. Larry Barker  
Ms. Linda Bell  
Chief Robert Berg  
Judge Jeanette Dalton – by phone  
Justice Mary Fairhurst, Chair  
Mr. Jeff Hall  
Mr. William Holmes  
Mr. N. F. Jackson – by phone  
Mr. Rich Johnson  
Judge J. Robert Leach  
Mr. Steward Menefee  
Ms. Barb Miner  
Judge Steven Rosen  
Ms. Yolande Williams  
Judge Thomas J. Wynne

#### Members Absent:

Judge James Heller  
Mr. Marc Lampson

#### AOC/Temple Staff Present:

Mr. Kevin Ammons  
Mr. Bill Burke  
Ms. Jenni Christopher  
Mr. Bill Cogswell  
Ms. Vonnie Diseth  
Mr. Martin Kravik  
Mr. Eric Kruger  
Ms. Kate Kruller  
Ms. Vicky Marin  
Ms. Cheryl Mills  
Ms. Heather Morford  
Mr. Mark Oldenburg  
Ms. Pam Payne  
Mr. Ramsey Radwan  
Mr. Mike Walsh  
Justice Charlie Wiggins  
Mr. Kumar Yajamanam

#### Guests Present:

Ms. Betty Gould  
Ms. Marti Maxwell  
Ms. Aimee Vance

### Call to Order

Justice Mary Fairhurst called the meeting to order at 9:00 a.m. and introductions were made.

### September 9, 2011 Meeting Minutes

Justice Fairhurst asked if there were any changes to the September 9th meeting minutes. Hearing no changes, Justice Fairhurst deemed them approved.

### 2009 – 2011 Budget Update

Mr. Ramsey Radwan presented summaries of the revenue forecast.

- Since February 2010 General Fund revenue collection estimates have been decreased by \$1.9 billion (5.9%). The reduction is primarily due to economic changes.
- Revenue growth is expected to be about 7% greater than last biennium (approximately \$2.1 billion more in anticipated revenue collections).
- The projected deficit for the state general fund is now \$1.3 billion.

Revenues are projected to be down again in November. The Governor and OFM are indicating that the target reduction is now \$2 billion and have asked that executive agencies submit additional reduction scenarios. While a formal response has not been drafted, agencies of the judicial branch will not submit reduction targets through OFM. Additionally, we are not likely to offer reduction targets to the legislature, but will most likely state that we've been cut beyond our ability to carry out our core constitutional functions and therefore should not be subject to further reductions.

The Governor has called for a special session beginning November 28, 2011, after the Thanksgiving holiday and the November 17th economic and revenue forecast.

As noted above, the Washington state judicial branch is unlikely to offer reductions. We will, however, begin to meet with legislative leadership to educate them regarding our budget, our constitutional mandates and the policy choices they will have to make if reductions are implemented.

Mr. Radwan shared he has not looked at the caseload forecast, he will look at that information and be prepared provide an update regarding caseload impact that may impact future statewide expenditure levels.

Mr. Radwan provided the ISD summary expenditure report that contains both the operational and estimated project funding for the 2011-2013 biennium. In addition, he provided an overview of the anticipated project expenditures for the current biennium and the estimated expenditures for the superior court case management system implementation through fiscal year 2017. These reports will be periodically updated and presented to the JISC.

### **JISC Bylaw Amendment**

Ms. Vicky Marin presented the background on a draft JISC bylaw amendment based on a JISC vote at its March 4, 2011 meeting to have a policy regarding legislative comment. The JISC took action after the Board for Judicial Administration (BJA) asked the JISC Data Dissemination Committee to comment on some pending legislation. At that point, it was noted that the JISC did not have an official policy or process for comment on pending legislation. In March, the JISC approved the following clauses:

1. The JISC should not support or oppose legislation directly to the legislature.
2. The JISC should respond to BJA requests for comment and will only recommend a position to the BJA.
3. The JISC will comment only on matters pertaining to JISC business.
4. If the legislation pertains to Data Dissemination Committee business, the Data Dissemination Committee will make recommendations directly to the BJA on behalf of the JISC.
5. For legislation on any other issues, the JIS Executive Committee will comment on behalf of the JISC.

The JISC discussed whether the language limited the JISC's ability to comment directly to the legislature on budget issues. The members discussed the JISC's authority independent from the BJA and the need to speak with one voice to the legislature.

Justice Fairhurst agreed to consult with the BJA and report back to the JISC.

**A motion** was made and seconded to confer with the BJA to clarify the relationship, and table the bylaw amendment to a later date.

**Voting in favor:** Justice Fairhurst, Jeff Hall, William Holmes, Linda Bell, Judge Leach, Larry Barker, Judge Dalton, Stew Menefee, Judge Wynne, Chief Berg, Yolande Williams, Rich

Johnson, Barb Miner

Absent: Marc Lampson, Judge Rosen, Judge Heller

## JIS Policy on Implementing Local Court Record

Linda Bell presented a request for guidance to the JISC from the JISC-appointed workgroup drafting a JIS policy to provide guidance on the approval of local court systems. The work group has met several times, and asked the JISC for some broad-based direction on the following questions:

1. Costs and Responsibilities –
  - Who pays for AOC costs associated with removing a court from the statewide system and setting up a data exchange?
  - Who pays for associated local costs?
2. Which system is the official court record—the statewide database or the local system?
3. What is the recourse if a court does not agree with an AOC interpretation of how a business rule should be applied in the system?

Feedback from the committee:

**Question 1:** There was quite a bit of discussion on this question, but the JISC committee members were unable to reach consensus on guidance.

**Question 2:** The JISC responded that there is a long-standing Data Dissemination policy that the official record is in the local court.

**Question 3:** The clause in the current draft is better, but the request for review should come from the county clerk or the presiding judge.

Where the JISC was unable to provide guidance, they asked that the committee keep working to provide recommendations on the issue.

## JIS Baseline Services Report

Mr. Eric Kruger introduced the JIS Baseline Services Report, and Ms. Jenni Christopher provided an overview of the Workgroup's results and recommendations. In June, 2010, the JISC established a Workgroup to:

1. determine which business functions should be made available centrally to all courts in the state, and
2. develop a set of criteria that will be used to guide future investments.

Mr. Larry Barker, Ms. Linda Bell, Mr. William Holmes, Mr. N. F. Jackson, Mr. Rich Johnson, Ms. Barbara Miner, and Mr. Dirk Marler served on the Workgroup.

Over the course of a year, the Workgroup met 13 times and conducted extensive examinations, culminating in the current report and recommendations to the JISC. The Workgroup developed 10 criteria and established a methodology for applying those criteria to the 65 sub-functions. Forty high-level sub-functions were unanimously identified as central. An additional 16 sub-

functions were analyzed, but consensus was not achieved, signaling complexity that recommends further study.

The Workgroup made the following recommendations:

1. The 40 high-level services unanimously identified by the Workgroup should be adopted as baseline services. (Report Appendix F)
2. These baseline services should be referenced in planning of all court information technology projects.
3. Both the baseline services and the associated methodology should be reviewed on a regular cycle.
4. The ten criteria and associated measurement questions should be adopted for future examination of baseline services. (Report Appendix A)
5. Criterion #1 (mandated requirements) should be examined as crucial context for baseline-service identification, but not employed directly in the scoring grid.
6. This methodology, with appropriate revisions, should be employed to impose rigor, precision, and objectivity on the process of baseline-service identification
7. Guidelines and principles developed in this effort should be adopted for use in future baseline-service investigations.
8. The workgroup recommends that the JISC authorize it to do additional study on the 16 not-unanimous services, as well as further refine the criteria and services by court level.

Feedback from stakeholder groups was presented, and a number of issues were discussed. In response to questions concerning the role of baseline services relative to the Superior Court Case Management System, Mr. Kruger indicated there was only one discrepancy: management of exhibits was determined to be local, but is a CMS requirement. AOC staff will provide an illustration detailing the recommended baseline services relative to the current JIS portfolio. In response to policy concerns raised by Spokane County stakeholders, JISC discussion yielded general agreement that baseline services do not prohibit data exchanges with local applications already built for those services. In response to Mr. Jeff Hall's concern about prioritization and resourcing of the full set of services, Workgroup members responded that the baseline provides a guideline for the evaluation of technology requests – it does not dictate a work plan. The authority for prioritizing new development continues to reside with the JISC.

The next step will be for the Workgroup to reconvene to resume examination of the remaining sub-functions.

**Motion:** Ms. Yolande Williams moved that the recommendations be adopted.

**Second:** Judge Thomas Wynne

Voting in favor: Justice Fairhurst, Jeff Hall, William Holmes, Linda Bell, Judge Leach, Larry Barker, Judge Dalton, Stew Menefee, Judge Wynne, Chief Berg  
Yolande Williams, Rich Johnson, Barb Miner

**Absent:** Marc Lampson, Judge Rosen, Judge Heller

## **JIS Priority Project Status Reports**

### ***Superior Court Case Management System (SC-CMS) Project***

Ms. Kate Kruller stated that the SC-CMS RFP Development phase has started. This effort will include separate project initiation documentation, a new website and the development of a Request For Proposal (RFP).

The SC-CMS RFP Steering Committee has been created. Members are: Betty Gould, Barb Miner, Kevin Stock, Judge Jeannette Dalton, Paul Sherfey, Frank Maiocco, Jeff Hall and Vonnie Diseth. The Washington Association of Juvenile Court Administrators (WAJCA) appointed Brook Powell as a liaison, and the Courts of Limited Jurisdiction (CLJ) appointed Amy Vance as liaison.

The SC-CMS RFP Steering Committee will meet October 12, 2011. The first order of business will be for members to review a draft of the SC-CMS RFP Steering Committee Charter and to agree upon a regular meeting schedule. The Charter is based on the currently approved JISC project scope. Any scope changes will be at the direction of the SC-CMS RFP Steering Committee and presented to the JISC in December for final approval as part of the project requirements and recommendations set.

Justice Fairhurst sent letters to all RFP Stakeholders outlining ethics guidelines relevant to the procurement process. Anyone contacted for information is asked to forward all inquiries to: Cheryl Mills, Vendor Relations Coordinator, AOC.

Current project work has been focused on working with King County to review existing project requirements and gathering additional requirements. There will be a number of onsite visits in October to King County to observe administrator and clerk processes – as well as reviewing the additional King County requirements submitted. The SC-CMS Project Team will map all requirements to the current project scope and complete a requirements gap analysis. The team will then conduct multiple stakeholder sessions to confirm that the requirements meet King County and the three professional associations' needs. The schedule and logistics of any requirements stakeholder sessions will be established via the presidents of the three professional associations.

### ***ITG 81 Static Adult Risk Assessment (ARA) Project***

Mr. Martin Kravik presented an update on the ARA project. He reported that a draft of the project charter is complete and ready for review. In addition, requirements analysis has begun. The project Executive Steering Committee has been formed and their first meeting is on October 14, 2011. Agenda items include review of the project charter and discussion of higher level requirements issues. Selection of pilot courts will also be discussed.

Larry Barker made a motion that a representative of the Misdemeanant Corrections Association be included in the Executive Steering Committee as a nonvoting member. The motion was passed. ISD was asked to forward the decision to the Chair of the committee.

Next steps include completing the project schedule, finishing requirements analysis, performing system design and engaging the pilot courts.

### ***Vehicle Related Violations (VRV) Project***

Mr. Mike Walsh reported the Tier 1 VRV Courts, Lakewood, Kirkland, and Issaquah, are close to implementing their VRV on-boarding solutions. They are in the process of establishing the correct Uniform Resource Locator (URL) and security certificates as well as testing the point to point web service connections. The release group schedule has slid 3 weeks with the new expected production target date set from October 12<sup>th</sup> to November 4<sup>th</sup>.

The Department of Enterprise Services (DES) has acknowledged that there have been some underestimations with respect to the Justice Information Data Exchange (JINDEX) initial set up processes. As a result this has been, and continues to be, a learning process for all involved. There is much to be gained from this learning experience that will be applied to streamline future release schedules. Another significant step for implementing new JINDEX partners is the need to limit releases to a quarterly schedule. This has pushed our VRV Tier 2 partners from an expected November 2011 release date to March 2012.

At the conclusion of the report, Chief Robert Berg commented that the JINDEX release schedule slippage is creating scheduling problems for Law Enforcement Agencies who are planning to utilize JINDEX to implement their Police Department Record Management Systems (RMS). He asked Mr. Walsh what his level of confidence in JINDEX handling the additional load. Mr. Walsh replied; he could not speak specifically to JINDEX load thresholds but did say that the RMS upgrade implemented earlier in the year by DES was done specifically to handle the expected large load of messages.

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

Mr. Bill Burke provided a summary of project scope and the current status of the SCDX project. The AOC has engaged Sierra Systems to begin the development and implementation of the first ten (10) SCDX web services that will be delivered in December. The Sierra Systems team completed and delivered the project plan and a preliminary draft of the SCDX Application Design document. The Sierra Systems development team will begin rapid prototype in October of the SCDX web services.

Mr. Burke also presented a slide that outlined the fundamental differences between the SCDX and Information Networking Hub (INH) projects. A more detailed description of the INH project will be presented at the December JISC.

Mr. Burke was asked why Calendaring and Document Indexing are not included in the current project scope. Mr. Burke stated that when the project was re-planned in January 2010, the six (6) web services associated with Calendaring and Documenting Indexing were removed so that the project could focus on the Docketing services. There was a discussion of potentially adding these web services to the INH project scope.

### ***Appellate Court Electronic Document Management System (EDMS)***

Mr. Bill Burke provided the current status of the Appellate Court EDMS project. The project is currently documenting the business requirements for the Appellate Court EDMS. These requirements are documented via Use Cases, identifying how the Appellate Courts intend to use EDMS. These business requirements will be used to validate the EDMS technical requirements that were developed during the AC EDMS Feasibility Study and will also be used to define the criteria for Appellate Courts acceptance of the EDMS system. Use Cases development is taking approximately six (6) weeks longer than was expected. A Change Request has been drafted to document this schedule impact.

## **IT Governance Status Report**

Mr. Kevin Ammons presented the IT Governance Status report for the month of August. He highlighted the fact that both the Supreme Court and the Washington State Association of Juvenile Court Administrators had endorsed their first requests since the IT Governance Process was initiated.

**Committee Reports**

None.

**Next Meeting**

The next meeting will be December 2, 2011, at AOC SeaTac Facility; from 9:00 a.m. to 3:00 p.m.

Action Items:

	<b>Action Items – From March 4th Meeting</b>	<b>Owner</b>	<b>Status</b>
1	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	<u>Postponed</u>
2	Draft JIS Policy on comment to the BJA/Legislature reflecting JISC consensus from March 4 <sup>th</sup> meeting.	Vicky Marin	<u>Postponed</u>
3	Amend JIS ITG Policy per JISC vote on 3/4/11	Vicky Marin	Completed
	<b>Action Items – From June 24th Meeting</b>		
4	AOC staff will collect the questions and answers from the SCMFS public sessions and post them on the SCMFS web page after each session	Heather Morford	Completed
	<b>Action Items – From October 7th Meeting</b>		
5	Confer with the BJA on JISC bylaw amendment regarding JISC communication with the legislature.	Justice Fairhurst	
6	Baseline Service Level Team – Add staff recognition to the Baseline Services Report.	Jenni Christopher	
7	Will loop back to SCJA with the information on the match /mismatch between Baseline Services and CMS requirements.	Heather Morford	
8	AOC staff will provide an illustration detailing the recommended baseline services relative to the current JIS portfolio.	Jenni Christopher / Eric Kruger	Completed
9	Forward JISC decision to add a non-voting MCA member to the Adult Risk Assessment Project Executive Steering Committee.	Martin Kravik	Completed

The Supreme Court  
State of Washington

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CHIEF JUSTICE  
TEMPLE OF JUSTICE  
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November 23, 2011

Ms. Aimee Vance  
Administrator  
Kirkland Municipal Court  
PO Box 678  
Kirkland, WA 98083-0678

Re: Appointment to the Judicial Information System Committee

Dear Ms. Vance:

At the request of the District and Municipal Court Management Association (DMCMA), I am pleased to appoint you as a court of limited jurisdiction representative to the Judicial Information System Committee (JISC). Your appointment is to complete the current term of Linda Bell, who is retiring as of December 31, 2011. JISC Rule 2 provides for the appointment of five members from the courts of limited jurisdiction to the JISC. Your new appointment is effective January 1, 2012, and continues through July 31, 2013. JISC rules require appointment or reappointment for the next term, which is from August 1, 2013 to July 31, 2016.

Thank you for your interest in the success of the JISC. I appreciate your willingness to serve, and I am sure you will be a valuable asset to the committee.

Sincerely,

A handwritten signature in cursive script that reads "Barbara A. Madsen".

Barbara A. Madsen  
Chief Justice

cc: Justice Mary E. Fairhurst, Chair, JISC  
Ms. Lynne Jacobs, DMCMA President  
Mr. Jeff Hall, Court Administrator  
Ms. Vonnie Diseth, ISD Director, AOC

The Supreme Court  
State of Washington

BARBARA A. MADSEN  
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November 23, 2011

Ms. Marti Maxwell  
Administrator  
Thurston County Superior Court  
2000 Lakeridge Dr SW, Bldg 2  
Olympia, WA 98502

Re: Appointment to the Judicial Information System Committee

Dear Ms. Maxwell:

At the request of the Association for Washington Superior Court Administrators (AWSCA), I am pleased to appoint you as a superior court representative to the Judicial Information System Committee (JISC). Your appointment is to complete the current term of N.F. Jackson who is retiring as of December 31, 2011. JISC Rule 2 provides for the appointment of three nonjudicial members from the superior court level to the JISC. Your new appointment is effective January 1, 2012, and continues through July 31, 2013. JISC rules require appointment or reappointment for the next term, which is from August 1, 2013 to July 31, 2016.

Thank you for your interest in the success of the JISC. I appreciate your willingness to serve, and I am sure you will be a valuable asset to the committee.

Sincerely,

Barbara A. Madsen  
Chief Justice

cc: Justice Mary E. Fairhurst, Chair, JISC  
Mr. Frank Maiocco, AWSCA President  
Mr. Jeff Hall, Court Administrator  
Ms. Vonnie Diseth, ISD Director, AOC

**Administrative Office of the Courts**  
**Information Services Division Project Allocation & Expenditure Update**  
Expenditures and Obligations October 31, 2011

	Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
2.	<b>Capability Improvement Phase I</b>			
2.4	Implement IT Portfolio Management (ITPM)	\$239,400	\$45,000	\$194,400
	<b>Capability Improvement Phase I-Subtotal</b>	<b>\$239,400</b>	<b>\$45,000</b>	<b>\$194,400</b>
3.	<b>Capability Improvement Phase II</b>			
3.4	Implement IT Service Management	\$115,000	\$0	\$115,000
	<b>Capability Improvement Phase II-Subtotal</b>	<b>\$115,000</b>	<b>\$0</b>	<b>\$115,000</b>
4.	<b>Capability Improvement Phase III</b>			
4.2	Mature Application Development Capability	\$115,000	\$0	\$115,000
	<b>Capability Improvement Phase III-Subtotal</b>	<b>\$115,000</b>	<b>\$0</b>	<b>\$115,000</b>
7.	<b>Information Networking Hub (INH)</b>			
7.6	Information Networking Hub (INH)	\$2,582,325	\$0	\$2,582,325
	<b>Information Networking Hub (INH) - Subtotal</b>	<b>\$2,582,325</b>	<b>\$0</b>	<b>\$2,582,325</b>
	<b>Ongoing Activities</b>			
12.2	Natural To COBOL Conversion	\$653,000	\$139,750	\$513,250
12.3	SCOMIS DX	\$804,600	\$13,950	\$790,650
	<b>Ongoing Activities-Subtotal</b>	<b>\$1,457,600</b>	<b>\$153,700</b>	<b>\$1,303,900</b>
	<b>JIS Transition Subtotal</b>	<b>\$4,509,325</b>	<b>\$198,700</b>	<b>\$4,310,625</b>
	<b>Superior Court CMS</b>			
	Initial Allocation	\$4,973,000	\$48,300	\$4,924,700
	COTS	\$0	\$0	\$0
	<b>Superior Court CMS Subtotal</b>	<b>\$4,973,000</b>	<b>\$48,300</b>	<b>\$4,924,700</b>
	<b>ITG Projects</b>			
	ITG #045 - Appellate Court E-Filing Electronic Document Management System (EDMS)	\$980,000	\$0	\$980,000
	To be Allocated	\$1,004,000	\$0	\$1,004,000
	<b>ITG Projects Subtotal</b>	<b>\$1,984,000</b>	<b>\$0</b>	<b>\$1,984,000</b>
	<b>Equipment Replacement</b>			
	Equipment Replacement - External	\$628,000	\$85,849	\$542,151
	Equipment Replacement - Internal	\$550,000	\$2,260	\$547,740
	<b>Equipment Replacement Subtotal</b>	<b>\$1,178,000</b>	<b>\$88,109</b>	<b>\$1,089,891</b>
	<b>TOTAL 2011-2013</b>	<b>\$12,644,325</b>	<b>\$335,109</b>	<b>\$12,309,216</b>
	<b>Additional Funding Requirements</b>			
7.6	Information Networking Hub (INH)	\$881,000	N/A	N/A
	COTS Preparation Track	\$242,000	N/A	N/A
	<b>Unfunded Costs</b>	<b>\$1,123,000</b>	<b>N/A</b>	<b>N/A</b>



# **Superior Court Case Management System (SC CMS) Project Update**

**December 2, 2011**



# SC CMS Project Update

- Charter approved for Request for Proposal (RFP) Steering Committee
- Completed six full day requirements sessions with representatives from key stakeholder groups to validate the requirements gathered (including King County requirements).
- Prepared requirements documentation for associations to meet the December 30, 2011 Proviso deadline

# Next Steps

- **Dec 8<sup>th</sup>** – 1<sup>st</sup> Draft of Dec 30 Legislative Proviso Report Due
- **Dec 19<sup>th</sup>** - Letters due from Associations
- **Dec 20<sup>th</sup>** – **Dec 22<sup>nd</sup>** Draft of proviso report to JISC Members for feedback
- **Dec 27<sup>th</sup>** – Final Draft to JISC Executive Members for approval
- **Dec 30<sup>th</sup>** – Final proviso report to Legislature

# Post Proviso Steps

- Confirm technical requirements
- Confirm service requirements
- Confirm organizational requirements
- Finalize the RFP and evaluation process
- JISC decision on whether or not to release the RFP.

**Superior Court Case Management Project and Data Exchange Update  
for the Washington State Legislature  
December 30, 2011 Proviso Report**

**Work back Schedule**

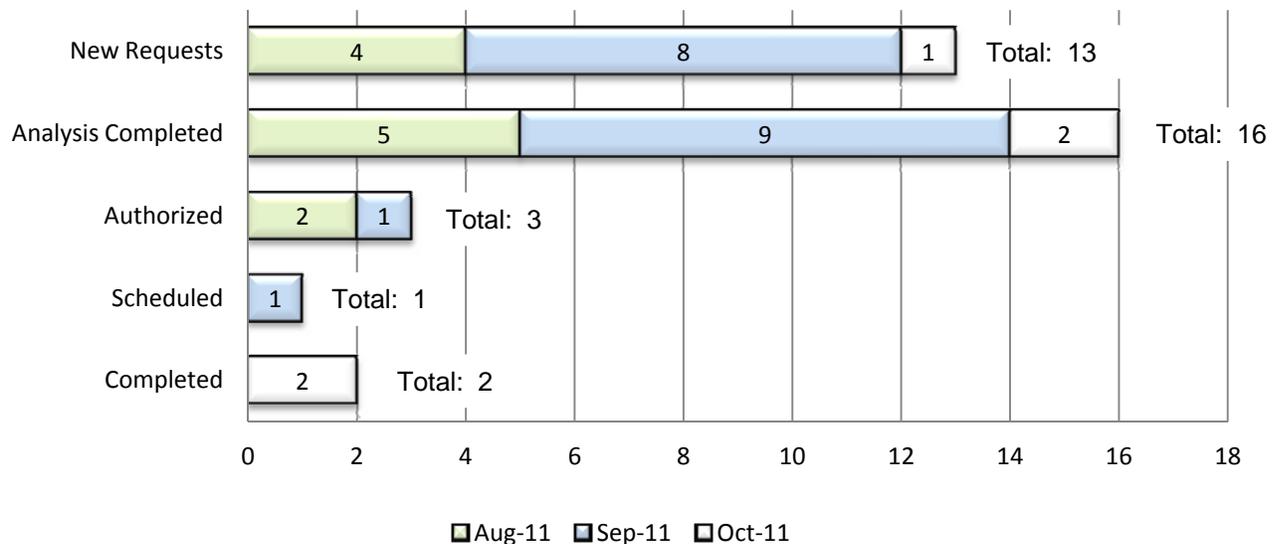
<i>Action</i>	<i>Due Date</i>	<i>Target Date Minus Due Date</i>
<b>1<sup>st</sup> Draft Completed</b>	Thurs – December 8 <sup>th</sup>	T-22
<b>1<sup>st</sup> Draft Review by ISD Management</b>	Fri – December 9 <sup>th</sup> thru Mon – December 12 <sup>th</sup>	T-18
<b>Edits/Comments from ISD Management Included</b>	Tues – December 13 <sup>th</sup>	T-17
<b>1<sup>st</sup> Draft Review by AOC Leadership (2 day review)</b>	Wed –December 14 <sup>th</sup> thru Thur - December 15 <sup>th</sup>	T-15
<b>2<sup>nd</sup> Draft Edits/Revisions</b>	Fri – December 16 <sup>th</sup>	T-14
<b>Approval Letters from 3 Associations included with Draft</b>	Mon – December 19 <sup>th</sup>	T-11
<b>Draft Approval from AOC Leadership</b>	Mon – December 19 <sup>th</sup>	T-11
<b>2<sup>nd</sup> Draft Circulated to JISC Members for Review (3 day review) Comments Due</b>	Tues – December 20 <sup>th</sup> thru Thur – December 22 <sup>nd</sup>	T-8
<b>Final Edits/Revisions Incorporated from JISC members</b>	Fri – December 23 <sup>rd</sup>	T-7
<b><i>STATE HOLIDAY</i></b>	<b><i>Mon – December 26<sup>th</sup></i></b>	
<b>Final Draft circulated to JISC Executive Committee for Approval</b>	Tues – December 27 <sup>th</sup>	T-3
<b>Final Draft Completed</b>	Wed- December 28 <sup>th</sup>	T-2
<b>Final Draft to Legislature</b>	Fri - December 30 <sup>th</sup>	T-0

**Completed JIS IT Requests**

<b>Request ID: 050 – JRS Windows 7 Compatibility Upgrade &amp; 072 – JRS Electronic Journaling</b>	
<b>Description:</b> These two requests enhanced JRS so that it is compatible with Windows 7 and replaced the paper journaling with electronic journaling.	
<b>CLUG:</b> Superior Court   <b>Authorized By:</b> CIO	
<b>Schedule:</b> Dec 16, 2010 – Aug 31, 2011	<b>Final Delivery Date:</b> Oct 31, 2011

**Status Charts**

**Requests Completing Key Milestones**



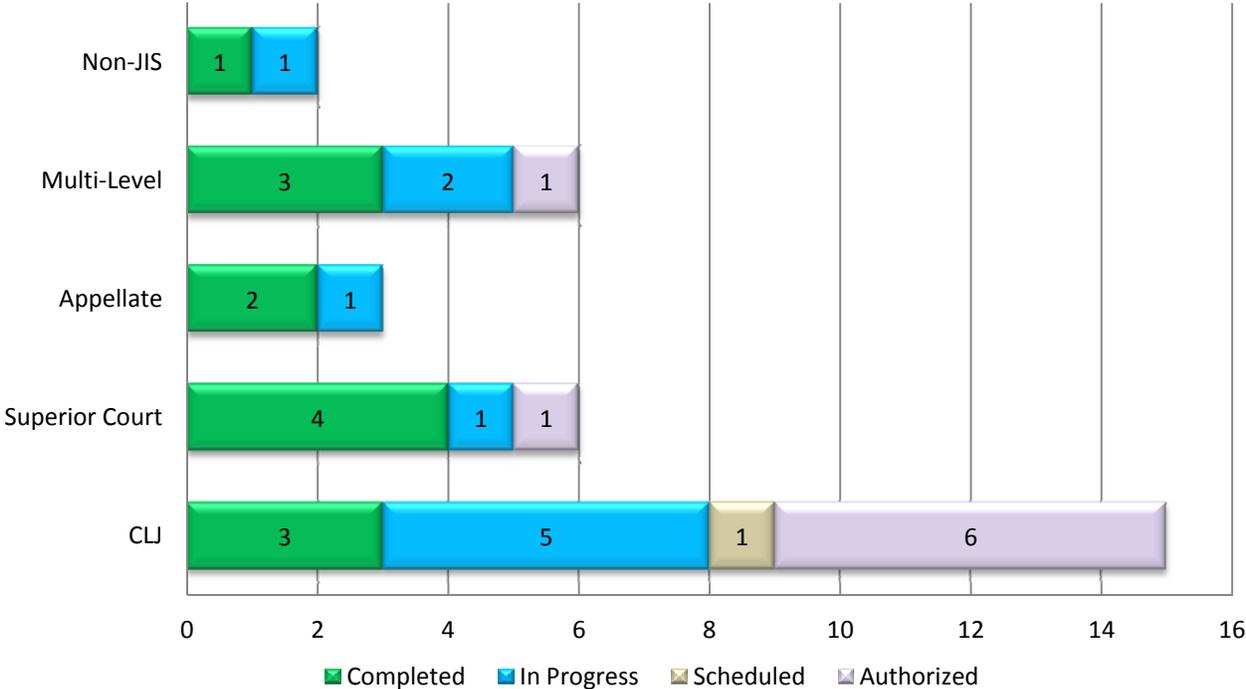
**Current Active Requests by:**

Endorsing Group			
Supreme Court	1	Data Management Steering Committee	1
Court of Appeals Executive Committee	1	Data Dissemination Committee	1
Superior Court Judges Association	4	Codes Committee	2
Washington State Association of County Clerks	6	Administrative Office of the Courts	12
District and Municipal Court Judges Association	7	Washington State Association of Juvenile Court Administrators	1
District and Municipal Court Management Association	27		

Court Level User Group	
Appellate Court	4
Superior Court	10
Courts of Limited Jurisdiction	23
Multi Court Level	11
Non-JIS	4

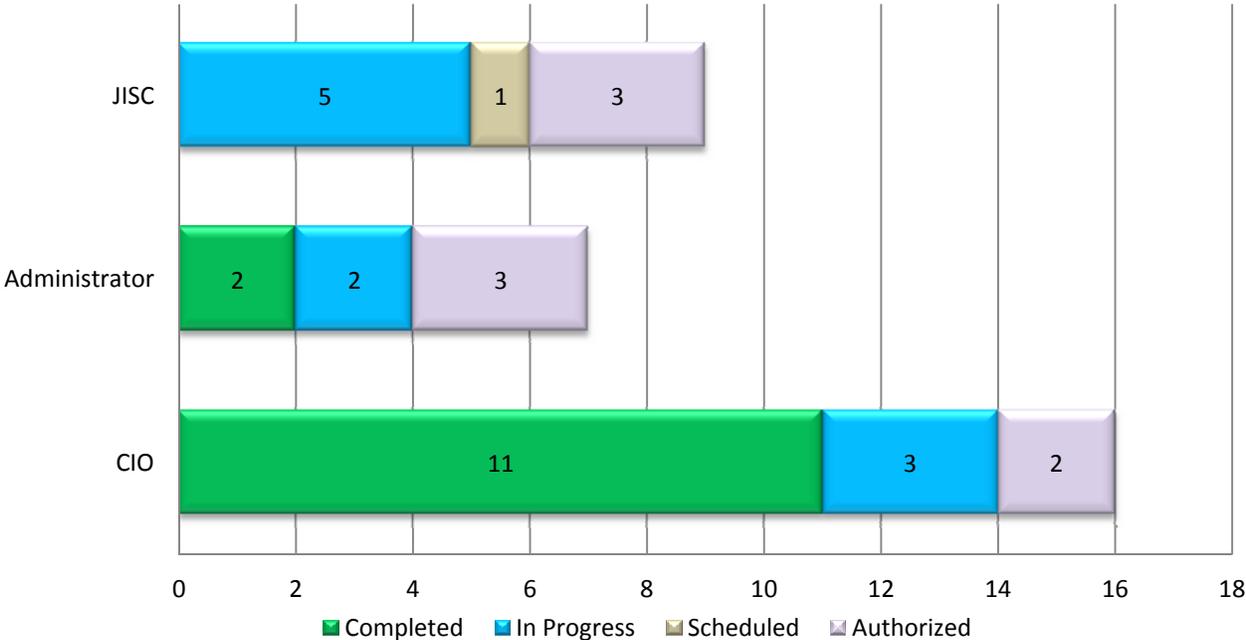
### Status of Requests by CLUG

Since ITG Inception



### Status of Active Requests by Authorizing Authority

Since ITG Inception



# Scheduled ITG Request Overview

Current as of 10/31/11

	October	November	December	January	February	March
<b>Data Warehouse</b>	009 – Add Accounting Data to the Data Warehouse					
<b>JIS</b>	041 – Remove CLJ Archiving and Purge Certain Records					
	058 – Print Warrants on Plain Paper					
	037 – Add Warrants Comment Line					
	084 – Remove Drivers License Hvohens from JIS' DOL Screen					
<b>Other</b>	081 – Implement Static Risk Tool. STRONG 2					
	006 – Court Interpreter Data Base				027 – Expand SMC Data Transfer	
<b>Requirements &amp; RFPs</b>	045 – Appellate EDMS Requirements and RFP					
	002 – SC CMS Requirements and RFP					
<b>Feasibility Studies</b>	028 – CLJ Parking Module Modernization					

**Schedule Status Based on Current Project Baseline**





IT Governance

# ITG Request 005 - Email/Text Court Date Reminders

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.

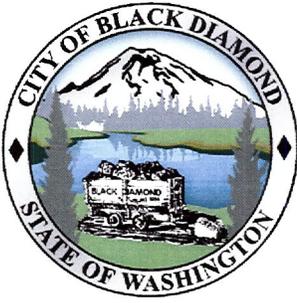
11. JIS currently supports sending proceeding notices via US Postal Service to defined case participants. See <http://inside.courts.wa.gov/index.cfm?fa=cntlManuals.showJisPage&manualid=userman&sectionid=202&folder=Calendaring&file=drcalendar-04> for more information on proceeding notifications.  
Depending 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			



# City of Black Diamond Municipal Court

25510 Lawson Street ~ PO Box 599  
Black Diamond, WA 98010

Phone: (360) 886-7784  
Fax: (253) 631-7758

April 15, 2010

Jeff Hall  
Administrative Office of the Courts  
1206 Quince Street SE  
P.O. Box 41170  
Olympia, WA 98504-1170

Re: Proposed addition of court date reminders to [www.courts.wa.gov](http://www.courts.wa.gov)

Mr. Hall:

Please accept this letter as a formal proposal to research adding functionality to AOC's website, [www.courts.wa.gov](http://www.courts.wa.gov). In brief, we are suggesting 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 automatically emailed and/or text-messaged reminders of an upcoming court date.

As you are probably aware, there have been several significant and scientific studies on the efficacy of court date reminder phone calls. Copies of these reports are included for your reference. Almost all of these studies indicate that reminder phone calls reduce failure-to-appear rates in criminal cases by approximately 20 to 50 percent, and therefore reduce jail rolls, jail costs, booking fees, and administrative costs.

As a result of these studies, the King County District Court is now making automated phone calls to remind defendants of upcoming court dates. King County is reporting success in reducing its failure to appear rate. However, the phone call reminder system is fairly expensive.

We are proposing your consideration of functionality which includes the ability to text-message and email a defendant of an upcoming court date. The AOC website currently has the ability to email attorneys of upcoming court dates as well as the functionality to allow the public to look up court dates.<sup>1</sup> Adding the ability to email and text message defendants should be considered. It is very inexpensive to send emails and text messages, and the cost savings of a reduction in failures to appear should vastly outweigh any cost of implementing such a system. It may also be worth researching adding functionality to call defendants on a statewide basis. If AOC were to establish a state-wide system that emails and/or

<sup>1</sup> <http://dw.courts.wa.gov/index.cfm?fa=home.fmcd&terms=accept&flashform=0>

sends text-message reminders of court dates, it is possible that the system could be expanded to contact witnesses, police officers, and victims.

Similar systems have been implemented on a smaller scale with great success. In Black Diamond, police officers collect each offender's cell phone number and email address at the time of a stop. The police simply record these two pieces of information on the front of the ticket. When court staff enters the ticket into JIS, they also key in this information. The court then uses BOXII to query JIS by court date to generate a list of cell phone numbers. Finally, court staff uses the internet to text message each defendant a reminder of the upcoming court date. We have been told by AOC that, unfortunately, the ability to query JIS for the email address is not yet available.

The response to Black Diamond's program has been overwhelmingly positive. One DWLS 3 defendant even told a judge that, if we had this system 10 years ago, he would not have lost his license!

As you consider this proposal, I thought you might find the following information helpful. According to AOC's statistics, there are about 380,000 criminal cases filed each year in Washington State in courts of limited jurisdiction. Our data suggests that 20% of all cases have at least one warrant issued. If each warrant costs the taxpayers of this state only \$100 (a very, very low estimate), then warrants are costing more than \$7.6 million dollars per year just for courts of limited jurisdiction. This figure doesn't include any Superior Court warrant costs, which would add significantly to this number. If this proposed reminder system reduced the issuance of warrants by just 20%, we would likely save over \$2 million dollars per year in Washington State.

In addition to the studies referenced above, we are also enclosing a copy of a legal opinion by the City Attorney for Black Diamond indicating that there is no legal impediment to sending email and text message reminders to defendants.

This proposal has been considered by the DMCJA, which has unanimously supported our making this request of AOC. If we can answer any questions, please don't hesitate to contact us. Thank you for your consideration.

Very Truly Yours,



Steven Rosen  
Black Diamond Municipal Court

Tracy Staab  
Spokane Municipal Court

Glenn Phillips  
President  
District & Municipal Court Judge's Association

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Very Truly Yours,



Tracy Staab  
Spokane Municipal Court

Steven Rosen  
Black Diamond Municipal Court

Glen Phillips  
President  
District & Municipal Court Judge's Association

**Request Status Summary**

**Request Status**      Awaiting Authorization

**Request Detail**

<p><b>Requestor Name:</b> Ammons, Kevin</p> <p><b>Origination Date:</b> 07/22/2010</p> <p><b>Requestor Email:</b> <a href="mailto:kevin.ammons@courts.wa.gov">kevin.ammons@courts.wa.gov</a></p> <p><b>Requestor Phone:</b> 360-704-4085</p> <p><b>Recommended Endorser:</b> District and Municipal Court Judges' Association</p>	<p><b>Request Type:</b> Change or Enhancement</p> <p><b>Which Systems are affected?:</b> Judicial Information System (JIS)</p> <p><b>Business Area:</b> Other</p> <p><b>Communities Impacted:</b> CLJ Judges CLJ Managers</p> <p><b>Impact if not Resolved:</b> Medium</p> <p><b>Request Attachments</b> <a href="#">Email-Text Reminders Original Request.pdf</a></p>
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**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**

<p><b>Endorsing Committee</b> District and Municipal Court Judges' Association</p> <p><b>Endorser Name:</b> Ammons, Kevin</p> <p><b>Origination Date:</b> 07/27/2010</p> <p><b>Endorser Email:</b> <a href="mailto:kevin.ammons@courts.wa.gov">kevin.ammons@courts.wa.gov</a></p> <p><b>Endorser Phone:</b> 360-704-4085</p>	<p><b>Endorsing Action:</b> Endorsed</p> <p><b>Endorser's Explanation and Comments</b> ***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.</p>
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**Endorsement Detail**

<p><b>Endorsing Committee</b> District and Municipal Court Judges' Association</p> <p><b>Endorser Name:</b> Ammons, Kevin</p> <p><b>Origination Date:</b> 07/27/2010</p> <p><b>Endorser Email:</b> <a href="mailto:kevin.ammons@courts.wa.gov">kevin.ammons@courts.wa.gov</a></p> <p><b>Endorser Phone:</b> 360-704-4085</p>	<p><b>Endorsing Action:</b> Endorsed</p> <p><b>Endorser's Explanation and Comments</b> ***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.</p>
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**AOC Analysis Detail**

**Analysis Date:** 09/09/2010  
**Request Rationale**  
**Aligns with JIS Business Priorities, IT Strategies & Plans:** Yes  
**Aligns with applicable policies and with ISD Standards:** Yes  
**Breadth of Solution Benefit:** Wide  
**Cost Estimates**  
**Cost Benefit Analysis Complete?** No  
**Cost to Implement?** Uncertain  
**Positive Return on Investment?** No  
**Projected Maintenance cost?** Uncertain  
**Feasibility Study needed?** Yes  
**Court Level User Group**  
 Multi-level CLUG

**Key Business Objectives:**

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.

**Communities Impacted**

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**

**Endorsing Committee**  
 District and Municipal Court Judges' Association  
**Endorser Name:**  
 Marin, Vicky, on behalf of Judge R.W. Buzzard  
**Origination Date:**  
 11/19/2010  
**Endorser Email:**  
[vicky.marin@courts.wa.gov](mailto:vicky.marin@courts.wa.gov);  
[rw.buzzard@mail.courts.wa.gov](mailto:rw.buzzard@mail.courts.wa.gov)  
**Endorser Phone:**  
 (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**

**CLUG** Multi-level CLUG  
**Chair of Group** Rich Johnson  
**Date of Decision** 02/16/2011  
**Decision**  
**Approving Authority** CIO  
**Decision to Recommend for Approval** Forwarded to the approving authority without recommendation  
**Priority Processing Status** Not Prioritized

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

I

**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.**

IT Governance

**ITG Request 102 -  
Request for New Case Management  
System to Replace JIS (DISCIS)**

Presented to the JISC for  
**Authorization** decision

# Analysis of IT Governance Request #102

## New Case Management System to Replace DISCIS/JIS

**Request:**

A new system needs to be provided with the functionality to support the Courts of Limited Jurisdiction (CLJ). The majority of district and municipal courts in the state do not have the ability to purchase their own case management systems and need a common system that can be used by all of the courts. The request seeks a new case management system that would be beneficial to all courts.

**Summary of Proposed Solution:**

Replacing a major legacy system would be a multi-year effort and a multi-million dollar investment. For a project of this size and complexity, a feasibility study is necessary for due diligence and to gain a better understanding of associated costs and project risks. The Administrative Office of the Courts (AOC) would begin by conducting a feasibility study to gather and document high-level business requirements for the CLJs. AOC will also solicit information from vendors to determine if systems exist in the market space to meet the needs of the courts. The specific elements included in a feasibility study can be provided upon request. The sizing below represents only the costs for the feasibility study.

**Sizing:**

The following estimate is based upon the best available information at the time the analysis was conducted.

**This feasibility study would be accomplished by a vendor working together with court staff and AOC’s internal resources. Current systems would not be modified or affected by this feasibility study. If this request is recommended by the court level user group, this request will proceed to the Judicial Information Systems Committee (JISC) for authorization.**

**AOC estimates that this feasibility study would take 9 – 12 months to complete. This is an estimate of the duration of the project from the date work would begin on the project until final implementation.**

Group	Hours	Tasks	Source
Court Education	200	Subject matter expertise	K. Wyer
MSD Fiscal	100	Subject matter expertise	Derived from SC CMS
Business Analysis	2,130	Gather and document requirements	K. Yajamanam
Architecture	450	Architecture analysis support of feasibility	K. Yajamanam
Maintenance (Legacy)	100	Subject matter expertise	Derived from SC CMS
Data Warehouse	100	Subject matter expertise	J. Creighton
Quality Control	176	Testing and validation expertise	T. Anderson
Project Management	1,400	Oversight and coordination	Derived from SC CMS
<b>Total</b>	<b>4,656 hours</b>		
Vendor	\$200,000	Conduct and document feasibility study	B. Cogswell
<b>Total AOC Costs = \$546,106</b>			
<b>Note: 200 – 400 person hours of court staff time would be required during the feasibility study.</b>			

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

***Business Impacts:***

This feasibility study will provide crucial information in determining the best approach to modernizing the case management system AOC provides the district and municipal courts throughout the state.

AOC estimates that court staff would need to dedicate approximately 200 to 400 person hours over the course of the feasibility study to aid in development and review of requirements.

No current systems would be modified or affected by this feasibility study.

***Proposed Solution:***

AOC would conduct a feasibility study to determine if one or more of the existing vendors in this market space is mature enough and can meet the business needs of the CLJ courts. This study would be based on the same model used for ITG 002 – Superior Court Case Management System Feasibility Study. High level requirement will be gathered to provide vendors information on the CLJ business needs. The high level requirements will also be used to establish scope for an implementation project. Work that has also been done in previous case management system efforts, including the current Superior Court Case Management System effort, will be leveraged in support of this feasibility study. The feasibility study will examine the capability of vendors in the market space to determine if products are available that can meet the requirements to provide a system to the CLJ courts. The information obtained during this feasibility study could then be used to support procurement of a system, if the JISC decides to proceed with a system replacement.

***Assumptions:***

1. The market is sufficiently mature to support CLJ courts in support of COTS options.
2. CLJ courts have the resources to support this effort and can come to common agreements on court business needs. AOC estimates that court staff would need to dedicate approximately 200 - 400 person hours to aid in development and review of requirements.
3. Experience from previous case management system projects can be leveraged in support of this project.
4. Building a new system (internal development) or enhancing the current application will be considered as alternatives in the feasibility study.
5. Requirements which are met by the current system will be identified.

***Risks:***

1. Courts are unable to provide resources to support the feasibility study.
2. Funding will need to be identified if the recommendation of the feasibility study is accepted.



# DISTRICT AND MUNICIPAL COURT MANAGEMENT ASSOCIATION

---

**PRESIDENT Lynne Jacobs**

Issaquah Municipal Court  
135 E Sunset Way  
P.O. Box 7005  
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11515 NE 118<sup>th</sup> St  
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**TREASURER Kelly Martin**

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**PAST PRESIDENT Peggy Bednared**

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July 7, 2011

Honorable Justice Mary E. Fairhurst  
Washington State Supreme Court  
JISC Chair  
P.O. Box 40929  
Olympia, WA 98504

Dear Your Honor:

## **Request for Case Management System for Courts of Limited Jurisdiction**

The Washington State District and Municipal Court Management Association has recently become aware of Spokane Municipal Court's request for a data exchange project that would allow their new case management software to exchange information with JIS. Our understanding is that this request is currently under consideration by the JISC. While DMCMA does not directly oppose this request, we do have concerns.

In 2007 Courts of Limited Jurisdiction were involved with the RFP, design and implementation of a new case management system that was to replace JIS/SCOMIS and be used by all courts in Washington State. At the time, CLJ's were told that the JIS system was reaching a point where it could no longer be maintained or supported properly by AOC and that there was a great need to replace our outdated system. Regrettably, the case management project was unable to be completed and four years later the CLJ's are still without a new case management system.

After the failure of the case management project, it was determined that the IT Governance process would allow for some updates and modifications to JIS. Our association has been committed to working this ITG process over the past year at the endorsement group level as well as on the CLUG. While the ITG process has been helpful in fixing small technical flaws of JIS, AOC has now advised our association that they have reached their capacity for

scheduling IT projects for at least the next 12 months, and once again Courts of Limited Jurisdiction will have to wait for any future modifications to an already antiquated system. DMCMA has come to realize that the ITG requests are too numerous and at too high of a cost to achieve the desired results that the ITG process was to provide.

The type of data exchange that Spokane Municipal is requesting may be beneficial to larger courts that have strong IT infrastructures and the funding to purchase their own systems. But because the majority of District and Municipal Courts in the state do not have the ability to purchase their own case management systems, we fear that the rest of the CLJ's will be left behind.

The DMCMA also believes that it is necessary to maintain the integrity of the defendant case history information that is contained within JIS. Allowing multiple District and Municipal Courts to run their own systems compromises that integrity. With multiple case management systems, judges, prosecutors and defense lawyers cannot be assured that the information they rely upon is the most current and accurate.

DMCMA realizes that the JISC has already approved ITG request number #27 that will allow for a similar data exchange with the Seattle Municipal Court and is also considering the Superior Court Case Management Feasibility Study. It is time to stop committing scarce resources to fixing an outdated system and find a more permanent solution. At this time, we would be requesting that the JISC consider allocating resources for a new case management system that would be beneficial to all Courts of Limited Jurisdiction, rather than the few courts that can afford to make upgrades.

DMCMA will contemporaneously be sending a formal request for a new case management system through the ITG Portal as required by AOC policy.

Sincerely,

Lynne Jacobs  
President, DMCMA

cc: Honorable Judge Thomas Wynn, JISC Vice-Chair  
Honorable Judge Gregory Tripp, DMCJA President  
Ms. Vicky Marin, AOC



# DISTRICT AND MUNICIPAL COURT MANAGEMENT ASSOCIATION

---

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**PRESIDENT-ELECT LaTricia Kinlow**

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**VICE PRESIDENT Aimee Vance**

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**SECRETARY Suzanne Elsner**

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**TREASURER Kelly Martin**

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(509) 545-3595  
Fax (509) 545-3588  
[kmartin@co.franklin.wa.us](mailto:kmartin@co.franklin.wa.us)

**PAST PRESIDENT Peggy Bednared**

King County District Court  
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[peggy.bednared@kingcounty.gov](mailto:peggy.bednared@kingcounty.gov)

November 9, 2011

Honorable Justice Mary E. Fairhurst  
Washington State Supreme Court  
Temple of Justice  
P.O. Box 40929  
Olympia, WA 98504-0929

Honorable Thomas J. Wynne  
Snohomish County Superior Court  
3000 Rockefeller Ave, MS502  
Everett, WA 98201-4046

Dear Justice Fairhurst and Judge Wynne:

**Funding of Feasibility Study for Courts of Limited Jurisdiction Case Management System (ITG Request #102)**

In July of this year, the District and Municipal Court Management Association made a formal request through the IT Governance process for a new cases management system to replace JIS.

AOC reviewed the request and determined that a feasibility study would be required, just as was done for the Superior Court request. The actual cash outlay for CLJ case management feasibility study is approximately \$200,000. DMCMA is asking that the JISC allocate funds for this study from its small projects fund.

Since the IT Governance process was implemented, Courts of Limited Jurisdiction have made many requests for system fixes and upgrades to JIS. These requests have resulted in multiple projects that do not address the root problem and deplete valuable resources.

In the past year, Courts of Limited Jurisdiction have had difficulties reporting and transferring information to other agencies in a timely and accurate fashion. A new case management system could better interface with the Department of Licensing and the Washington State Patrol to reduce errors, provide up to date information for law enforcement, allow for quicker reporting of information and allow our courts to work more efficiently.

We are aware that Superior Court is conducting its own requirement gathering for an upcoming RFP, and know that there is hope the Superior Court system will work for Courts of Limited Jurisdiction as well. In its analysis, AOC reported in part that “high level requirement gathering will need to be completed in order to determine the CLJ business needs before establishing any scope for an implementation process. Work that has already been completed for the Superior Court study will be leveraged in support of this study”.

DMCMA realizes that there may be some value in looking at the same product chosen by Superior Court, which is why it will be beneficial to begin requirement gathering as soon as possible. Given the Superior Court timeline of five to seven years before full implementation, we believe it is practical to utilize the resources and knowledge that the Superior Court study offers. We fear that delaying this process further will result in more than a ten year wait before a new case management system is in place for Courts of Limited Jurisdiction.

Sincerely,

Lynne Jacobs  
President, DMCMA

Cc: Mr. Jeff Hall, AOC  
Judge Gregory Tripp, DMCMA President  
Judge Steven Rosen, DMCJA Technology Committee Chair  
Ms. Shannon Hinchcliffe, AOC  
Ms. Vicky Marin, AOC

# *District and Municipal Court Judges' Association*

## ***President***

### **JUDGE GREGORY J. TRIPP**

Spokane County District Court  
Public Safety Building  
1100 W Mallon Avenue  
Spokane, WA 99260-0150  
(590) 477-2965  
(590) 477-6445-FAX

November 16, 2011

## ***President-Elect***

### **JUDGE SARA B. DERR**

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1100 W Mallon Avenue  
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(509) 477-2959  
(509) 477-6445-FAX

Honorable Mary E. Fairhurst  
Washington State Supreme Court  
Temple of Justice  
PO Box 40929  
Olympia, WA 98504-0929

## ***Vice-President***

### **JUDGE DAVID A. SVAREN**

Skagit County District Court  
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Honorable Thomas J. Wynne  
Snohomish County Superior Court  
3000 Rockefeller Ave, MS 502  
Everett, WA 98201-4046

## ***Secretary/Treasurer***

### **JUDGE FRANK V. LA SALATA**

King County District Court  
5415 220<sup>th</sup> Avenue SE  
Issaquah, WA 98029-6839  
(206) 205-9200  
(206) 296-0591 FAX

Dear Justice Fairhurst and Judge Wynne:

## ***Past President***

### **JUDGE STEPHEN E. BROWN**

Grays Harbor County District Court  
102 W Broadway Avenue  
Montesano, WA 98563-3621  
(360) 249-3441  
(360) 249-6382-FAX

RE: REQUEST #102 – COURTS OF LIMITED JURISDICTION CASE  
MANAGEMENT SYSTEM FEASIBILITY STUDY

## ***Board of Governors***

### **JUDGE JEFFREY J. JAHNS**

Kitsap County District Court  
(360) 337-7033 (360) 337-4865 FAX

### **JUDGE JUDY RAE JASPRICA**

Pierce County District Court  
(253) 798-3313 (253) 798-6616-FAX

### **JUDGE G. SCOTT MARINELLA**

Columbia County District Court  
(509) 382-4812 (509) 382-2490-FAX

### **JUDGE VERONICA ALICEA-GALVAN**

Des Moines Municipal Court  
(206) 878-4597 (206) 870-4387-FAX

### **JUDGE MARY C. LOGAN**

Spokane Municipal Court  
(509) 622-5862 (509) 625-4442-FAX

### **JUDGE SANDRA L. ALLEN**

Ruston/Milton Municipal Courts  
(253) 759-8545 (253) 752-3754 FAX

### **COMMISSIONER PETE SMILEY**

Bellingham Municipal Court  
(360) 778-8150 (360) 778-8151-FAX

### **JUDGE SCOTT K. AHLF**

Olympia Municipal Court  
(360) 753-8312 (360) 753-8775-FAX

### **JUDGE R. W. BUZZARD**

Lewis County District Court  
(360) 740-1200 (360) 740-2779-FAX

The District and Municipal Court Judges' Association (DMCJA) supports the District and Municipal Court Management Association (DMCMA) in its pursuit of a feasibility study for a new courts of limited jurisdiction case management system. We advocate for immediate review of the request in order to capitalize on the efficiencies that may be gained during the study for the new superior court case management system.

In 2010, courts of limited jurisdiction handled approximately 2.5 million filings, almost two million of which were traffic and parking infractions. These infractions require complex system support because of their relationship to other information systems, such as the Department of Licensing, Washington State Patrol, and local law enforcement agencies.

Accurate and timely reporting affects not only the individual user; these infractions are also a significant source of the funding for the Judicial Information System (JIS) account pursuant to RCW 2.68.040.

Throughout the last year, representatives of the courts of limited jurisdiction made several requests through the IT Governance process for enhancements to the current system. As a result of this process, it has

Honorable Mary E. Fairhurst  
Honorable Thomas J. Wynne  
November 16, 2011  
Page 2

become apparent that continuing to invest money to enhance an outdated system is of decreasing value. We support DMCMA's request to study a new system.

Sincerely,

Judge Gregory J. Tripp  
President, DMCJA

cc: Mr. Jeff Hall, AOC  
Judge Steven Rosen, DMCJA Technology Committee Chair  
Ms. Lynne Jacobs, DMCMA President  
Ms. Shannon Hinchcliffe, AOC  
Ms. Vicky Marin, AOC

**Request Status Summary**

**Request Status**                      Awaiting Authorization

**Request Detail**

<p><b>Requestor Name:</b> Jacobs, Lynne M</p> <p><b>Origination Date:</b> 07/08/2011</p> <p><b>Requestor Email:</b> <a href="mailto:lynnei@ci.issaquah.wa.us">lynnei@ci.issaquah.wa.us</a></p> <p><b>Requestor Phone:</b> 425-837-3175</p> <p><b>Recommended Endorser:</b> District and Municipal Court Management Association</p>	<p><b>Request Type:</b>                      New System</p> <p><b>Which Systems are affected?</b>      Judicial Information System (JIS)</p> <p><b>Business Area:</b>                      Other</p> <p><b>Communities Impacted:</b>            CLJ Managers</p> <p><b>Impact if not Resolved:</b>            High</p>
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**What is the Business Problem or Opportunity**

On behalf of the DMCMMA I am formally submitting a request for a new case management study to replace JIS. Please reference the July 7, 2011 letter to the JISC.

**Expected Benefit:**

Please reference the July 7, 2011 letter to the JISC.

**Endorsement Detail**

<p><b>Endorsing Committee</b> District and Municipal Court Management Association</p> <p><b>Endorser Name:</b> Vance, Aimee R</p> <p><b>Origination Date:</b> 07/19/2011</p> <p><b>Endorser Email:</b> <a href="mailto:avance@ci.kirkland.wa.us">avance@ci.kirkland.wa.us</a></p> <p><b>Endorser Phone:</b> 425-587-3163</p>	<p><b>Endorsing Action:</b>                      Endorsed</p>
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**AOC Analysis Detail**

<p><b>Analysis Date:</b> 09/29/2011</p> <p><b>Request Rationale</b></p> <p><b>Aligns with JIS Business Priorities, IT Strategies &amp; Plans:</b>      Yes</p> <p><b>Aligns with applicable policies and with ISD Standards:</b>      Yes</p> <p><b>Breadth of Solution Benefit:</b>                      Wide</p> <p><b>Cost Estimates</b></p> <p><b>Cost to Implement?</b>      4,656 hours plus \$200,000 contract costs</p>	<p><b>Key Business Objectives:</b></p> <p>A new system needs to be provided with the functionality to support the Courts of Limited Jurisdiction (CLJ). The majority of district and municipal courts in the state do not have the ability to purchase their own case management systems and need a common system that can be used by all of the courts. The request seeks a new case management system that would be beneficial to all courts.</p> <p><b>Benefits and Business Value:</b></p> <p>This feasibility study will provide crucial information in determining the best approach to modernizing the case management system AOC provides the district and municipal courts throughout the state.</p> <p>AOC estimates that court staff would need to dedicate approximately 200</p>
---	--

**Feasibility Study needed?** Yes

**Court Level User Group**

Courts of Limited Jurisdiction

AOC estimates that court staff would need to dedicate approximately 200 to 400 person hours over the course of the feasibility study to aid in development and review of requirements.

No current systems would be modified or affected by this feasibility study.

**AOC Analysis - Proposed Solution**

Replacing a major legacy system would be a multi-year effort and a multi-million dollar investment. For a project of this size and complexity, a feasibility study is necessary for due diligence and to gain a better understanding of associated costs and project risks. The Administrative Office of the Courts (AOC) would begin by conducting a feasibility study to gather and document high-level business requirements for the CLJs. AOC will also solicit information from vendors to determine if systems exist in the market space to meet the needs of the courts. The specific elements included in a feasibility study can be provided upon request. The sizing below represents only the costs for the feasibility study.

**AOC Analysis - Proposed Approach**

AOC would conduct a feasibility study to determine if one or more of the existing vendors in this market space is mature enough and can meet the business needs of the CLJ courts. This study would be based on the same model used for ITG 002 – Superior Court Case Management System Feasibility Study. High level requirement will be gathered to provide vendors information on the CLJ business needs. The high level requirements will also be used to establish scope for an implementation project. Work that has also been done in previous case management system efforts, including the current Superior Court Case Management System effort, will be leveraged in support of this feasibility study. The feasibility study will examine the capability of vendors in the market space to determine if products are available that can meet the requirements to provide a system to the CLJ courts. The information obtained during this feasibility study could then be used to support procurement of a system, if the JISC decides to proceed with a system replacement.

**Additional Systems Affected**

Other

**Communities Impacted**

CLJ Judges  
CLJ Managers

**AOC Analysis Attachments**

- [Analysis of ITG Request 102 - New Case Management System to Replaces JIS.pdf](#)
- [CMS Letter to JISC.pdf](#)

**Confirmation of Endorsing Action Detail**

**Endorsing Committee**

District and Municipal Court Management Association

**Endorser Name:**

Vance, Aimee R

**Origination Date:**

10/04/2011

**Endorser Email:**

**Endorsing Action:**

Endorsed

[avance@ci.kirkland.wa.us](mailto:avance@ci.kirkland.wa.us)

**Endorser Phone:**  
425-587-3163

**Court Level User Group Decision Detail**

		Scoring Detail	Score / Possible
<b>CLUG</b>	Courts of Limited Jurisdiction	<b>Business Value</b>	10 / 10
<b>Chair of Group</b>	Cynthia Marr	<b>Relative Priority</b>	10 / 10
<b>Date of Decision</b>	10/20/2011	<b>Cost</b>	0 / 5
<b>Decision</b>		<b>Complexity/Level of Effort</b>	0 / 10
<b>Approving Authority</b>	JISC	<b>Risk</b>	4 / 5
<b>Decision to Recommend for Approval</b>	Unanimously recommended to the approving authority	<b>Benefit / Impact</b>	5 / 5
<b>Priority Processing Status</b>	Prioritized	<b>Impact of Doing Nothing</b>	5 / 5
<b>Ranking</b>		<b>Total Score</b>	34 / 50
<b>Request Priority</b>	2		
<b>Request Importance</b>	High		



## Administrative Office of the Courts

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IT Governance

# ITG Request 085 - JRS Replacement

Presented to the JISC for  
**Authorization** decision

# Analysis of IT Governance Request #085 JRS Replacement

**Request:**

This request seeks to correct deficiencies in the Judicial Receipting System (JRS) to provide expanded data field sizes, increased flexibility, real-time processing, and better reporting. Although the request is titled JRS Replacement, it is prudent to approach the request holistically, with the understanding that the corrections being requested could be achieved without full replacement.

**Summary of Proposed Solution:**

The Administrative Office of the Courts (AOC) proposes to conduct a feasibility study to examine modernization of JRS. The JRS system is widely used by county clerks who depend on it for their financial tracking requirements. While the request received is from a single individual, a comprehensive study of requirements is needed to ensure that all of the business and technical requirements are addressed. This study would include that broad requirements gathering and exploration of alternatives to fulfill the request.

**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. It does not include costs incurred directly or indirectly by the courts. This analysis was approved by AOC's Operations Control Board on April 28<sup>th</sup>, 2011.

**This study would be accomplished by contracted resources, court resources and AOC's internal resources. If this request is recommended by the court level user group, this request would proceed to the Judicial Information Systems Committee for authorization.**

**AOC estimates that this project would take 6 – 9 months to complete. This is an estimate of the duration of the project from the date work would begin on the project until completion of the feasibility study. AOC estimates the contractor costs to conduct the feasibility study will range from \$120,000 to \$150,000. This is based on 800 to 1,000 hours of contractor time at \$150 per hour.**

<b>Group</b>	<b>Hours</b>	<b>Tasks</b>
Court Education	100	Subject matter expertise.
MSD Accounting	100	Subject matter expertise.
Business Analysis	400	Subject matter expertise.
Architecture	150	Subject matter expertise.
Maintenance (Legacy)	500	Subject matter expertise.
Data Warehouse	50	Subject matter expertise.
Quality Control	50	Subject matter expertise.
Project Management	500	Oversight and coordination.
Other AOC Staff	200	Subject matter expertise.
<b>AOC Staff Total</b>	<b>2,050 hours or \$153,200</b>	
<b>Total of AOC Staff Costs plus Contractor Costs = \$273,200 to \$303,200</b>		

*ISD staff costs average \$76 per hour. Contractor staff generally costs \$120 - \$150 per hour. Court staff time and cost are not reflected.*

**Business Impacts:**

Modernizing JRS would provide more real-time or near real-time information for courts and customers. It would also meet other identified requirements that are not currently being met as identified by court customers. It would improve customer service delivered by the courts to customers.

**Proposed Solution:**

AOC proposes to conduct a feasibility study to elicit and document requirements for a JRS modernization. This would examine alternatives available to address the requested business needs and requirements. Finally, the feasibility study will provide a sizing estimate in terms of cost and duration to implement JRS modernization. AOC recommends a vendor contract for the feasibility study which would reduce ISD resource demand for this work. The contract would still require ISD contract and project management resources, plus involvement from subject matter experts in AOC and the courts. Funding for implementing any recommended solution, depending upon size, may require a policy level decision package to be approved by the State Legislature, assuming sufficient JIS Account fund balance.

**Alternative to the Feasibility Study:**

Some of the business problems identified in this governance request are not complex and can likely be corrected by changing the existing JRS system. Issues that could likely be corrected by enhancing JRS include:

- Enhancing cashier sign-on
- Automation of daily backup parameters
- Preventing receipts from being issued on previous dates.

Other business problems identified in the governance request are actually technical limitations of JIS, not JRS. The limitation of seven digits on payment amounts exists because JIS can only support seven digits. However, it may be possible to automate the process of splitting a transaction so that the court staff enters the full amount and it is split automatically by the JRS system. In other words, there may be a relatively uncomplicated solution.

Our recommendation is for a feasibility study to review the business functionality of JRS as a whole system serving a broad user base. This is because AOC is aware that there are other business requirements beyond what has been asked for in this particular IT Governance request.

If the Washington State Association of County Clerks wishes AOC to review specific issues which can be corrected in JRS, this governance request can be returned to AOC for analysis and sizing of the effort required to correct those issues as part of a JRS maintenance enhancement.

**Assumptions:**

1. The range of solutions to meet the court needs for modernizing JRS could include (but are not limited to): updating the current JRS application; building a new JRS application; buying a new standalone financial application; using the existing CLJ receipting system in JIS; and using a financial module that may be included in the Superior Court Case Management System.
2. The major commercial Case Management Systems (CMS) all contain financial and accounting modules.

3. Court personnel will participate with the contractor and AOC team to gather and verify requirements.

***Risks:***

1. The replacement for JRS may duplicate functionality available in a case management system procured as a result of the Superior Court CMS Feasibility Study.
2. Funding for this study and ongoing implementation are dependent on JIS approval, prioritization and funding availability.
3. Court personnel will not have sufficient resources to participate to the degree to fully capture the business need.

**Request Status Summary**

**Request Status**

Awaiting Authorization

**Request Detail**

**Requestor Name:**

Mcallister, Joel T

**Origination Date:**

04/05/2011

**Requestor Email:**

[joel.mcallister@kingcounty.gov](mailto:joel.mcallister@kingcounty.gov)

**Requestor Phone:**

206 296 7855

**Request Type:**

Change or Enhancement

**Which Systems are affected?**

Other

**Other affected Systems / Business Processes**

JRS

**Business Area:**

Accounting

**Communities Impacted:**

County Clerks

**Impact if not Resolved:**

High

**Impact Description:**

Clerks will continue to struggle with large payment items, unnecessarily, creating an inaccurate record by splitting these into multiple receipt items.

Customers will continue to be frustrated by the courts' inability to provide clear documentation of payment history in a timely fashion.

Clerks will continue to bump up against the maximum transaction limit on any given register, and effectively lose the use of that register until the first of the following year.

**Recommended Endorser:**

Washington State Association  
of County Clerks

**What is the Business Problem or Opportunity**

JRS presently relies on nightly uploads and batch processing. It is also outdated and limited in terms of field size. It should be replaced with a system which will add to the existing functionality by providing expanded field size, increased flexibility, real-time processing, and better and more flexible reporting.

- Currently, when a payment amount exceeds seven digits, the receipt has to be split into multiple transactions. The receipting system should facilitate receipt of payments in larger amounts than this.
- The receipting system should be more flexible in terms of ease of accepting alternative forms of payment.
- The receipting system should process payments in real time, so that individuals, for example, making a LFO payment, would be able to obtain a balance statement (CFHS) at the same time, which reflects the payment amount that was just made.
- Currently, each register apparently has a maximum number of transactions it can process in a given year. This needs to be expanded.
- Cashier sign-ons should be specific to the individual rather than to the machine.
- Dollar amounts should be listed for each register on the extract for upload.
- Daily backups and purge parameters should be automatic.
- Clerks should be able to prohibit issuing receipts on previous dates.
- After selection of the payment type, the user should be allowed to cancel or revise the payment type if they made an error.
- When cloning receipts, the user should be able to over-write data without having to back space through it.

**Expected Benefit:**

More accurate financial records.

Ability to provide financial records in a timely fashion.

**Endorsement Detail**

**Endorsing Committee**

Washington State  
Association of County Clerks

**Endorsing Action:**

Endorsed

**Endorser Name:**  
Gould, Betty J  
**Origination Date:**  
04/05/2011  
**Endorser Email:**  
[gouldb@co.thurston.wa.us](mailto:gouldb@co.thurston.wa.us)  
**Endorser Phone:**  
3607865549

**Endorsement Detail**

**Endorsing Committee**  
Washington State  
Association of County Clerks  
**Endorser Name:**  
Gould, Betty J  
**Origination Date:**  
04/05/2011  
**Endorser Email:**  
[gouldb@co.thurston.wa.us](mailto:gouldb@co.thurston.wa.us)  
**Endorser Phone:**  
3607865549

**Endorsing Action:** Endorsed

**AOC Analysis Detail**

**Analysis Date:** 04/29/2011  
**Request Rationale**  
**Aligns with JIS Business Priorities, IT Strategies & Plans:** Yes  
**Aligns with applicable policies and with ISD Standards:** Yes  
**Breadth of Solution Benefit:** Wide  
**Cost Estimates**  
**Cost to Implement?** \$273,200 - \$303,200  
**Feasibility Study needed?** Yes  
**Court Level User Group**  
Superior Courts

**Key Business Objectives:**

This request seeks to correct deficiencies in the Judicial Receiving System (JRS) to provide expanded data field sizes, increased flexibility, real-time processing, and better reporting.

**Benefits and Business Value:**

Modernizing JRS would provide more real-time or near real-time information for courts and customers. It would also meet other identified requirements that are not currently being met as identified by court customers. It would improve customer service delivered by the courts to customers.

**AOC Analysis - Proposed Solution**

The Administrative Office of the Courts (AOC) proposes to conduct a feasibility study to examine modernization of JRS. The JRS system is widely used by county clerks who depend on it for their financial tracking requirements. While the request received is from a single individual, a comprehensive study of requirements is needed to ensure that all of the business and technical requirements are addressed. This study would include that broad requirements gathering and exploration of alternatives to fulfill the request.

**AOC Analysis - Proposed Approach**

AOC proposes to conduct a feasibility study to elicit and document requirements for a JRS modernization. This would examine alternatives available to address the requested business needs and requirements. Finally, the feasibility study will provide a sizing estimate in terms of cost and duration to implement JRS modernization. AOC recommends a vendor contract for the feasibility study which would reduce ISD resource demand for this work. The contract would still require ISD contract and project management resources, plus involvement from subject matter experts in AOC and the courts. Funding for implementing any recommended solution, depending upon size, may require a policy level decision package to be approved by the State Legislature, assuming sufficient JIS Account

fund balance.

**AOC Analysis Attachments**

[Analysis of ITG Request 085 - JRS Replacement.pdf](#)

**Confirmation of Endorsing Action Detail**

**Endorsing Committee**  
 Washington State  
 Association of County Clerks  
**Endorser Name:**  
 Gould, Betty J  
**Origination Date:**  
 05/02/2011  
**Endorser Email:**  
[gouldb@co.thurston.wa.us](mailto:gouldb@co.thurston.wa.us)  
**Endorser Phone:**  
 360-786-5549

**Endorsing Action:** Endorsed

**Court Level User Group Decision Detail**

**CLUG** Superior Courts  
**Chair of Group** Judge Dalton  
**Date of Decision** 10/25/2011  
**Decision**  
**Approving Authority** JISC  
**Decision to Recommend for Approval** Unanimously recommended to the approving authority  
**Priority Processing Status** Prioritized

Scoring Detail	Score / Possible
<b>Business Value</b>	10 / 10
<b>Relative Priority</b>	0 / 10
<b>Cost</b>	2 / 5
<b>Complexity/Level of Effort</b>	8 / 10
<b>Risk</b>	5 / 5
<b>Benefit / Impact</b>	5 / 5
<b>Impact of Doing Nothing</b>	5 / 5
<b>Total Score</b>	35 / 50

**Additional Notes**

The group did not score the relative priority but considered all the requests together in the prioritization list.

## Payne, Pamela

---

**From:** Peterson, Susan  
**Sent:** Monday, November 21, 2011 2:19 PM  
**To:** 'DMCJA@LISTSERV.COURTS.WA.GOV'  
**Cc:** Payne, Pamela  
**Subject:** PLEASE READ: Important JIS System Notification

*This message is being sent on behalf of Vonnie Diseth, CIO/Director ISD, AOC*

This message was sent to the following Listservs and Appellate Court Clerks:

'countyclerks@listserv.courts.wa.gov'; 'awsca@listserv.courts.wa.gov'; 'scosc@listserv.courts.wa.gov';  
dadmin@listserv.courts.wa.gov'; 'cljsc@listserv.courts.wa.gov'; wajca@listserv.courts.wa.gov';  
'juvsc@listserv.courts.wa.gov'; 'jcs-juvadm@listserv.courts.wa.gov'; 'superiorjudges@listserv.courts.wa.gov';  
'superiorcommissioners@listserv.courts.wa.gov'

### **IMPORTANT ALERT**

#### **Possible System Slowdown on December 8<sup>th</sup> Due to Database Upgrade**

**On December 8<sup>th</sup>, 2011, at 5:00 a.m., AOC will upgrade the JIS statewide database to IBM DB2 version 10.** This update is necessary because our current version of the software will be obsolete next year and we need to be on a supported version of the database to maintain reliability and stability. In addition, it is important to have this software updated before a series of other updates occur after the first of the year.

This upgrade was initially performed on October 8<sup>th</sup>, but was backed out on October 11<sup>th</sup> after we encountered severe performance problems. We have been working with database experts from IBM for the past month to determine the cause of the system slowdown. We have been unable to recreate the problem in the test environment. After carefully researching all options, we have determined that the only way to correct this problem is to have it occur in the production environment where we will collect detailed system logging information while users access the database. The logs will identify exactly where the slowdown occurs and will allow us to correct the problem at the source.

**IMPORTANT -- PLEASE OPERATE AS NORMAL:** Please work as you normally would after the upgrade occurs on the morning of December 8th. The system slowdown only occurs under heavy use. The more users we have accessing the system, the more likely we will be able to create the conditions that allow us to identify the problem.

#### **What to Expect:**

1. Early Thursday Morning, December 8<sup>th</sup>, the database will be upgraded. (All JIS systems will be unavailable from 5:00 a.m. to 7:00 a.m.).
2. We expect systems will run normally for two to three hours. By mid-morning we expect to see JIS/DISCIS and SCOMIS performance problems. (ACORDS, JCS and JABS should continue to work normally).
3. As the system slows down, we will collect detailed logging information.
4. After the logs are collected, you will be notified that all JIS systems (JIS/DISCIS, SCOMIS ACORDS, JCS and JABS) will be stopped. We expect this to occur between about 10:00 a.m. and noon. NOTE: We will send an interrupt message to JIS and SCOMIS users. Other system users should monitor your email closely for notification of a re-start.
5. The database will be rolled back to version 9 and restarted. You should expect all systems to be down and unavailable for up to two hours. All systems will then be restarted and will run as normal for the remainder of the day.

6. System logs will be evaluated. Problems will be identified and corrected. The system will be upgraded permanently thereafter.
7. There is the possibility that the system may not slow down immediately or even at all. We will continue to monitor the systems and send out regular notifications informing you of our progress. If the slowdown occurs at a later time, steps 3 – 6 will be carried out. Monitoring will continue through Tuesday, December 13<sup>th</sup>. If the slowdown doesn't occur by December 13<sup>th</sup>, we can be confident that the problem is solved and the version 10 software will be maintained as installed.
8. There is a possibility that the cause of the slowdown will be identified and corrected without stopping the system. If that occurs, you will be notified and the version 10 software will be maintained as installed

**Frequently Asked Questions:**

**Q: Will my data be lost?**

A: NO. The systems are not failing, only slowing down. Any transaction that completes will be saved as normal.

**Q: How will I know what's going on?**

A: Information will be posted on the Courts web sites and updated at least once every hour. Also, e-mail messages will be sent to the clerk, admin and site coordinator listservs at least three times a day.

**Q: What is the AOC doing to ensure the problem is fixed this time?**

A: AOC is bringing in IBM's top database expert to be on-site throughout the upgrade. We have turned on the most detailed logging to track every path the data travels. "All hands" will be on-deck continually monitoring systems and preparing for the quickest response possible. The roll-back scenario has been practiced and perfected for the shortest down time possible.

**Q: Isn't there any other way to solve this problem?**

A: AOC and IBM experts have spent hundreds of hours analyzing this problem. We have simulated heavy loads in our test environment, but cannot recreate the conditions that caused the problem we experienced in October. After careful consultation with the best experts in the country, we have determined that this is the only way to properly analyze this problem.

For further information, please contact AOC Customer Services through the [eService](#): Ask an Expert section, Topic 1 – Computer/Security/Access, or call 1-800-442-2169, option 1.

# Information Networking Hub (INH)

## Program Overview and Status

December 2<sup>nd</sup>, 2011

# Agenda

- **INH Background**
- **Program Description**
- **INH Overview**
- **INH Program Components**
- **INH Evolution**
- **Schedule**
- **Program Level Risks**
- **Relationship Between INH, SC-CMS and SCDX**

# INH Background

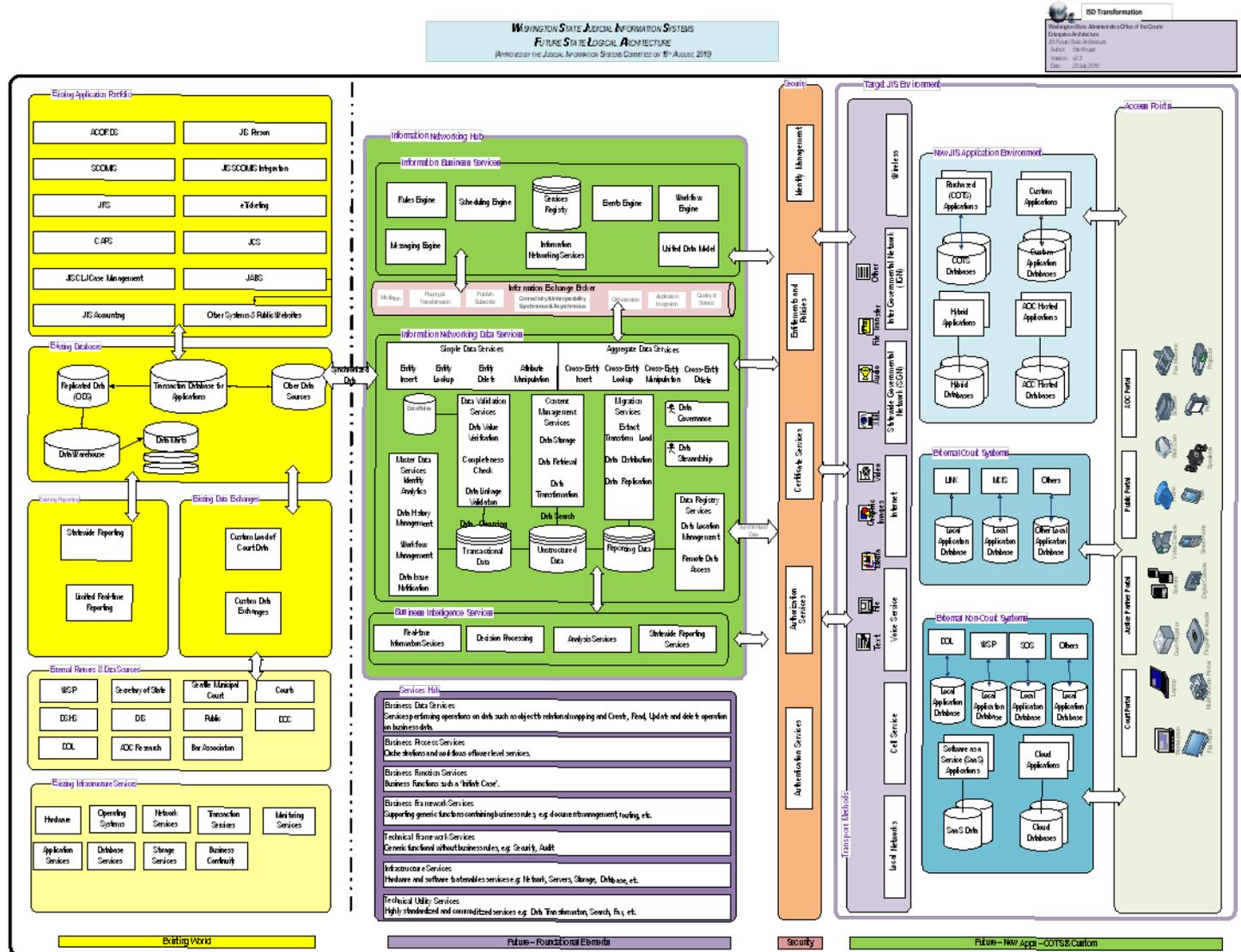
- Transformation Initiatives
  - ✓ 3.1 Enterprise Architecture Management
    - 7.1 – 7.5 Master Data Management
    - 8.1 – 8.4 Data Exchanges
- ✓ Future State Enterprise Architecture
- ✓ JIS Baseline Services
- Superior Court Data Exchange
- Preparation for SC-CMS
- Needs for other local Systems

# INH Program Description

## Information Networking Hub Program:

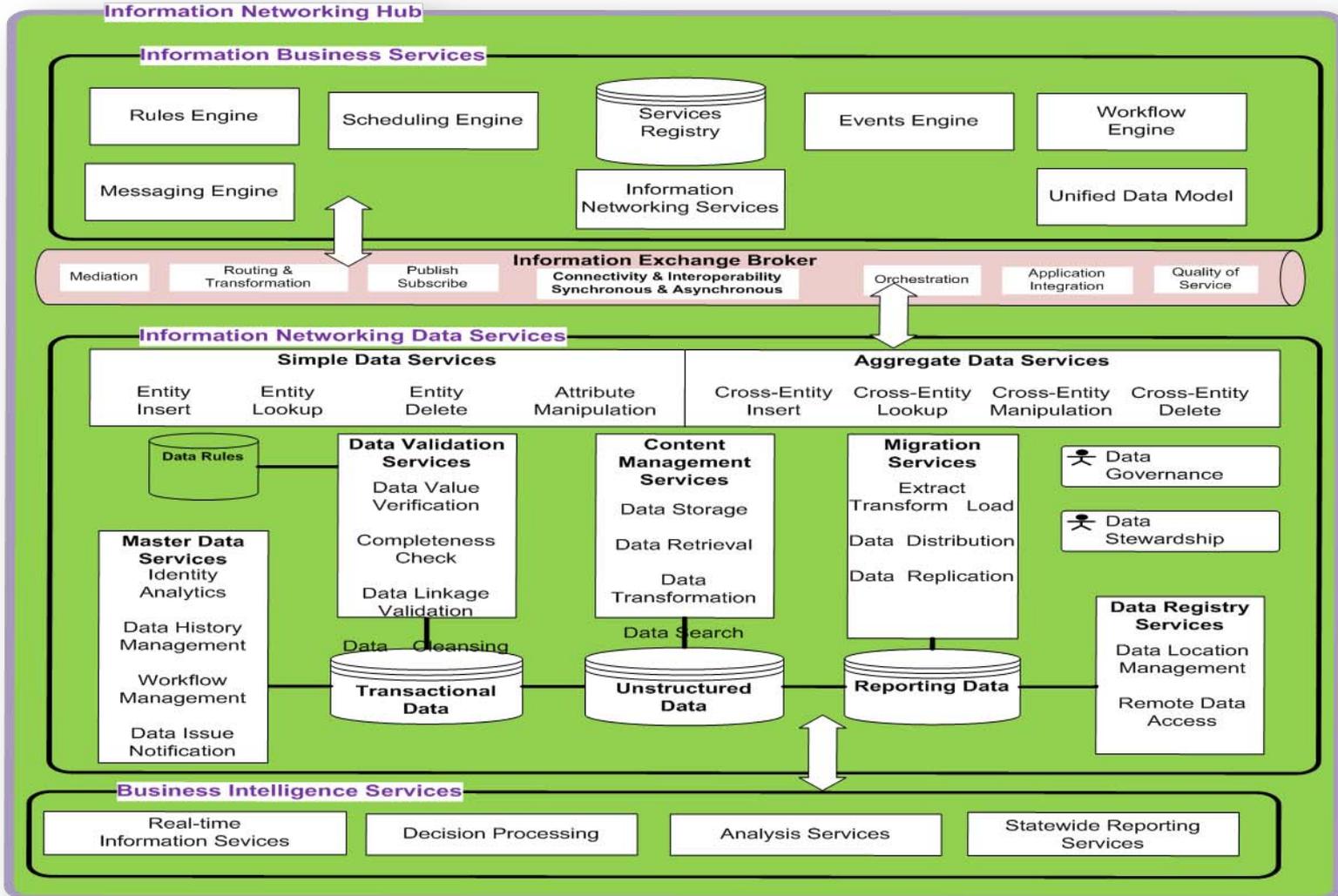
- Is a comprehensive solution to meet the strategic information and integration needs of the courts
- Establishes an organizational capability to develop, operate and, support data exchanges rapidly
- Is focused on data quality and governance from ground-up
- Establishes the standards for statewide justice data
- Provides INH capabilities to support successful SC-CMS integration

# INH Overview: Future State Technical Architecture

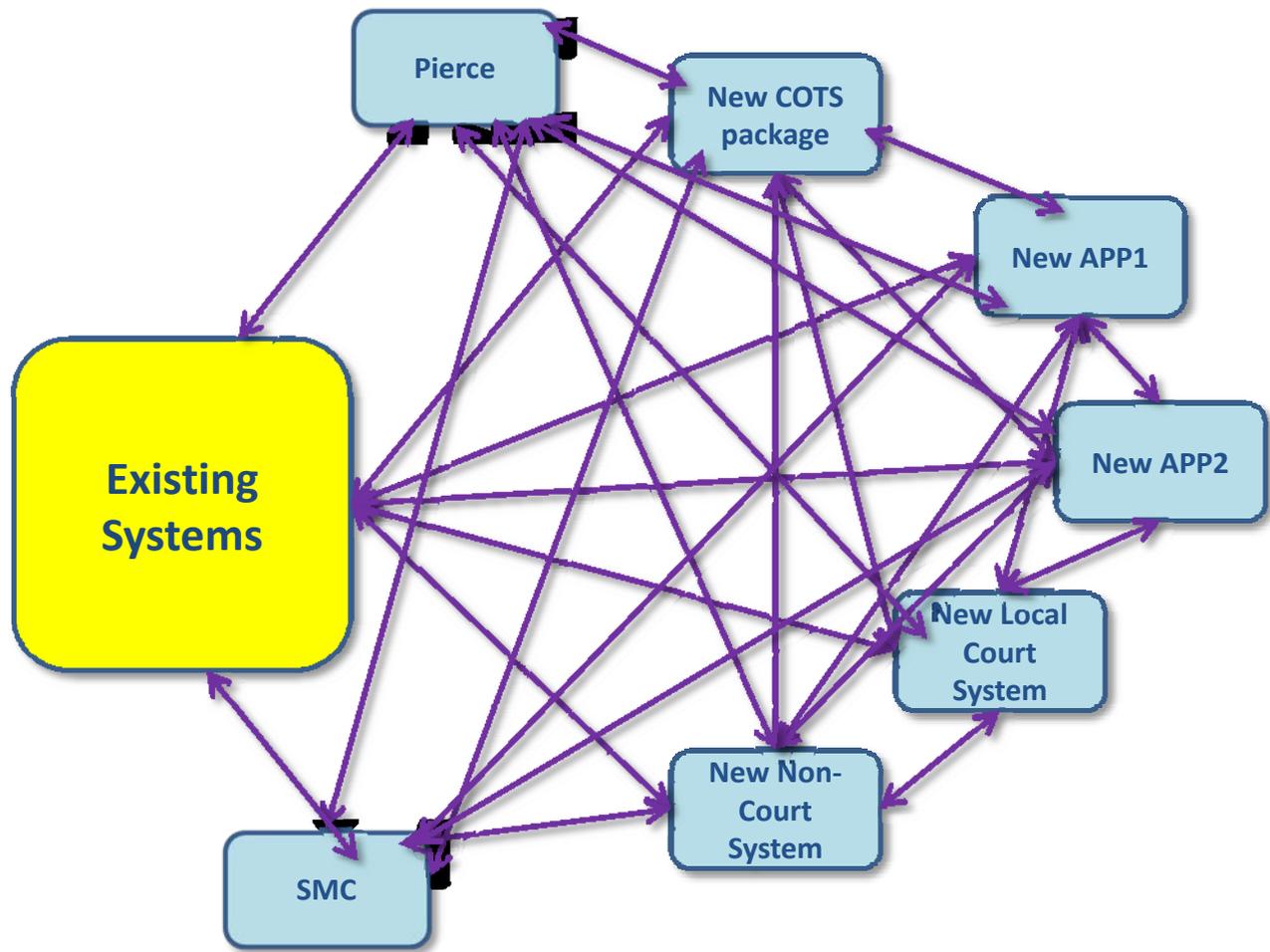




# INH Overview: Information Networking Hub (INH)



# INH Overview: Primary Problem - Complexity



# INH Overview: Other Problems (examples)

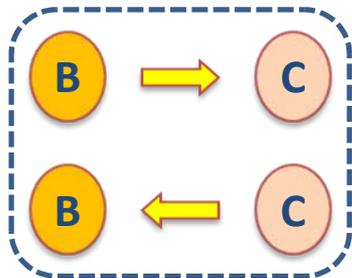
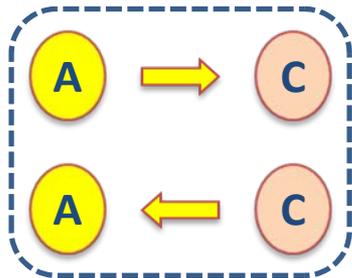
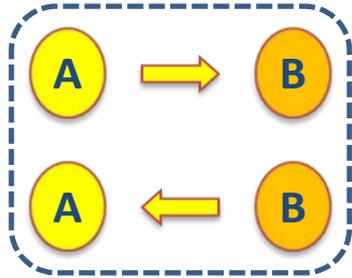
## Current Problems

- Multiple methods of recording information
- Common data that is maintained from multiple systems is not managed consistently.
- Duplicate data entry is inefficient.
- It is difficult and costly to scale specialized data import/export processes.
- It is difficult to enhance existing screens without breaking screen scraping applications.
- No data governance processes are in place to guide unified data management.
- Data quality defects are problematic.

## New Problems to be solved for SC CMS

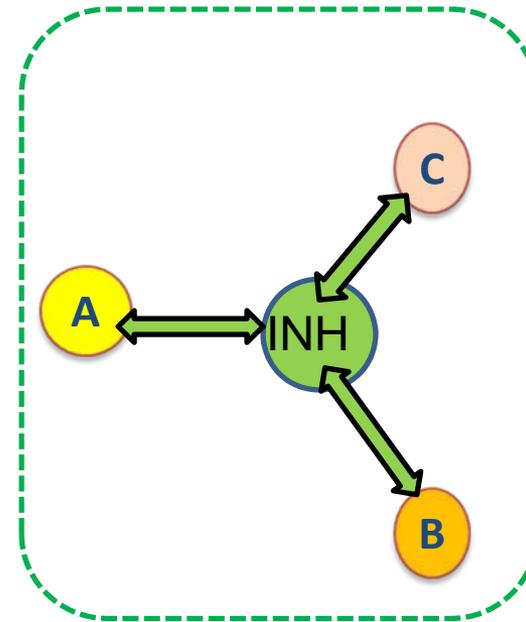
- Person data needs to be shared statewide.
- Statewide case information needs to be available in both the new and existing systems.
- Support costs for point to point integration increase exponentially with the addition of each new application (required to write multiple interfaces).
- Need to be able to sustain current service levels to provide data exchanges to external organizations
- Some business functions will be disabled without application integration

# INH Overview: Solution - Simplify and Standardize



**Data Exchanges**

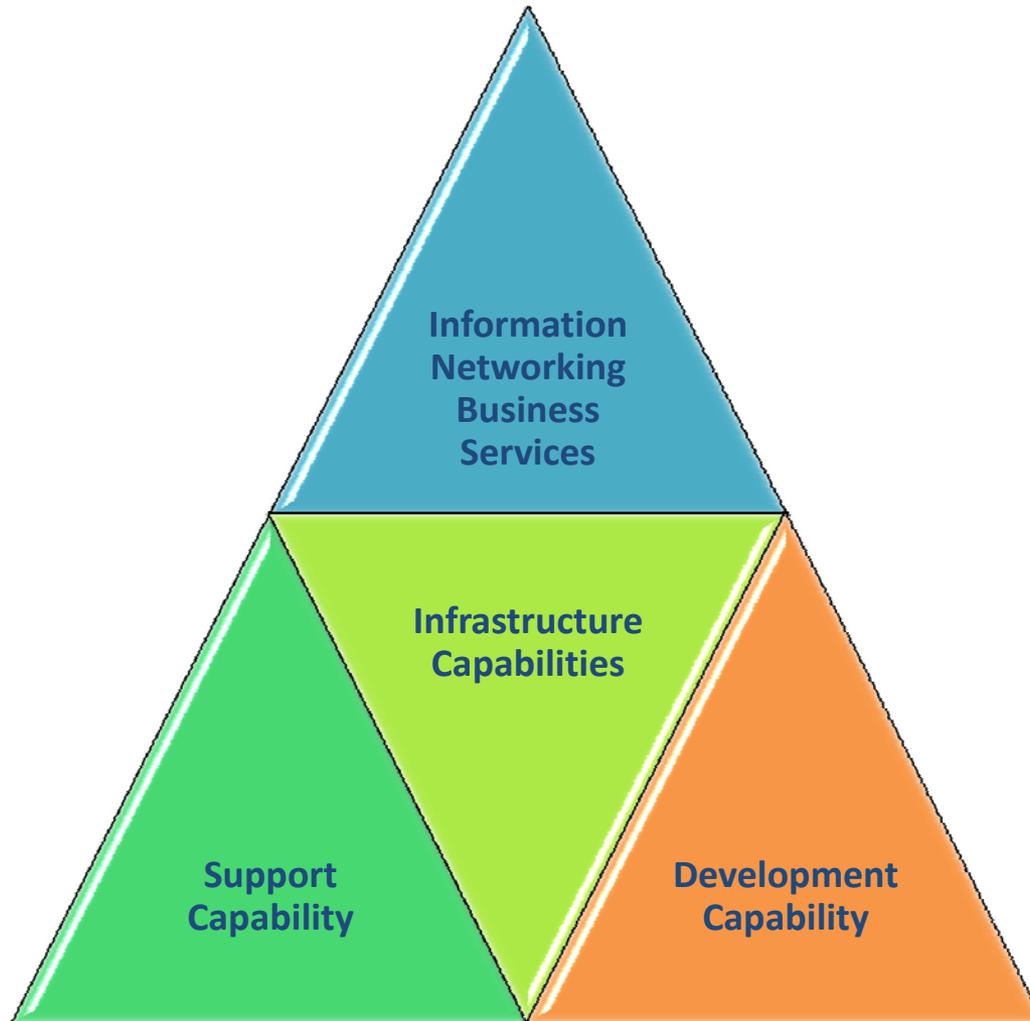
6 Integration  
Points



**Information Networking**

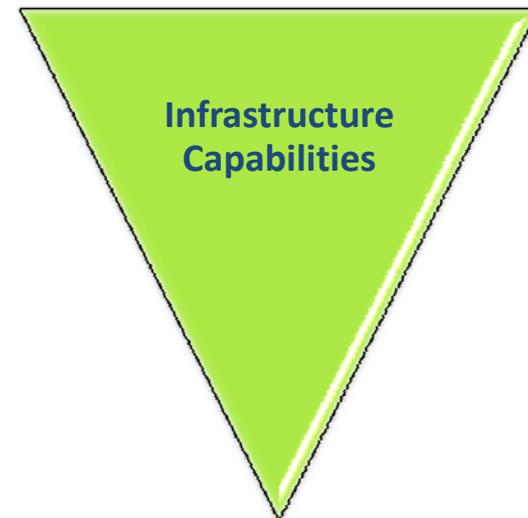
3 Integration Points

# INH Program Components



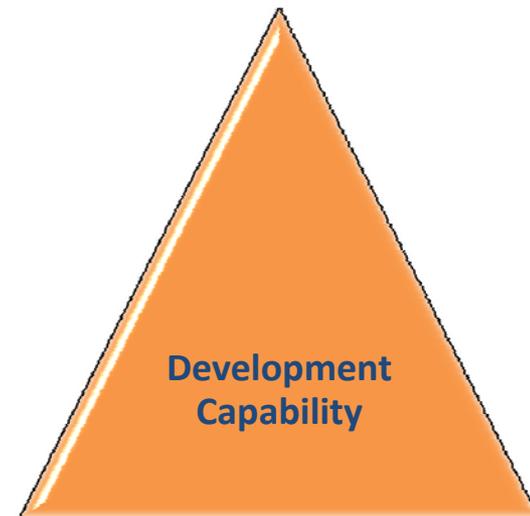
# INH Program Components: Infrastructure Capabilities

- Servers
- Storage
- Security
- Networks
- Middleware
- Security



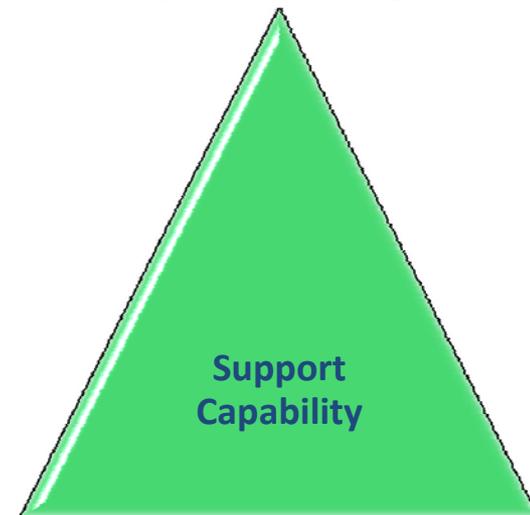
# INH Program Components: Development Capability

- Business Glossary
- NEIM
- Factory Model
- Frameworks
- Tools
- Testing and QA



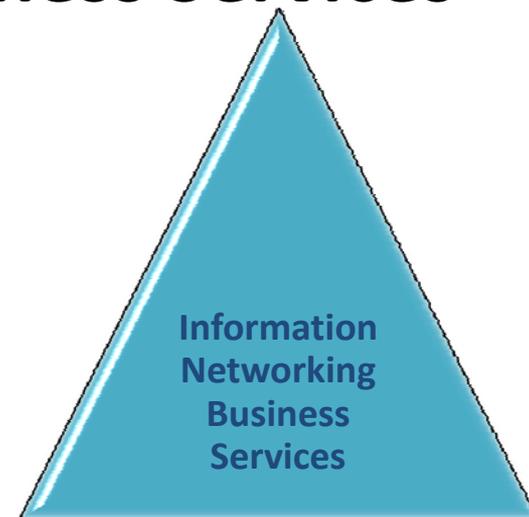
## INH Program Components: Support Capability

- Data governance policies and procedures as developed by the Data Governance Model initiative.
- Capability to on-board a data exchange customer.
- Provide a test environment for customers to onboard quickly
- Change control & management processes shall be followed
- Customer Service support procedures must be enhanced to incorporate the information networking hub operation.



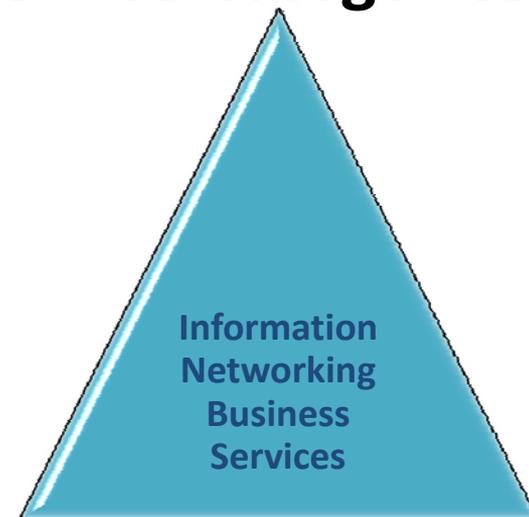
# INH Program Components: INH Business Services

- Business Focused
  - Name Search
  - Individual Update
  - Case History
- General Purpose – Non Specialized
- Bi-directional – Get information into and out of INH
- Real Time – Services are provided as fast as possible with no built in delays



## INH Program Components: INH Business Service Categories

1. Entity (aka individual, organization, official, etc.)
2. Reference Data (codes, laws, etc.)
3. Statewide Shared Data (guidance from JIS baseline Services)
4. Courts, Judicial Partner, and other organizations common data exchanges
5. Statewide Statistical
6. Application Integration
7. Local to Local data sharing

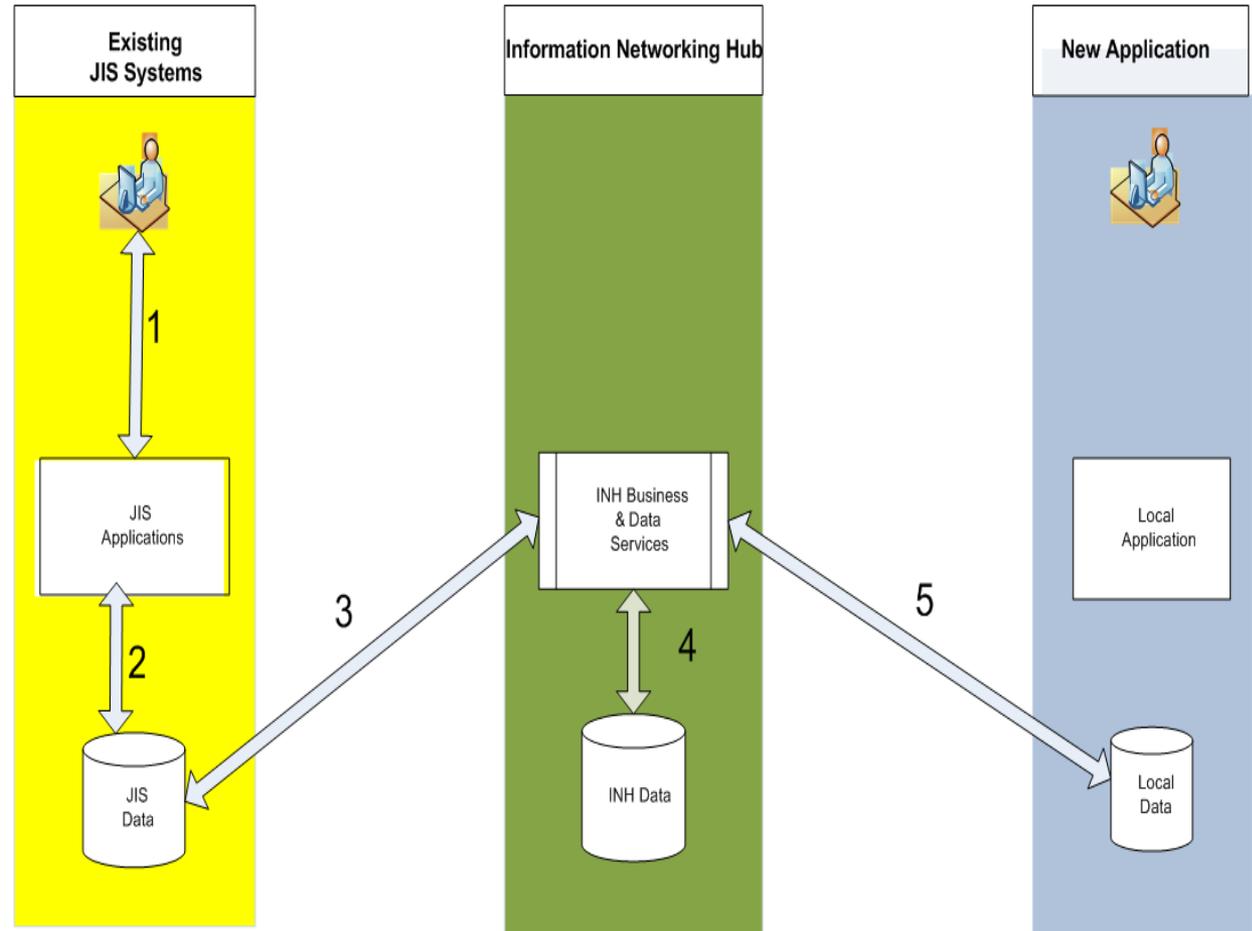


# Business Services Category 1 Entity



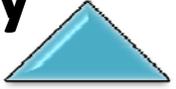
## Category 1 Person Update Originating from JIS

1. Changes made to person data using the existing JIS
2. Person data stored in JIS database
3. JIS database synchronizes with INH
4. Person information stored in INH
5. Person data synchronized with new System database

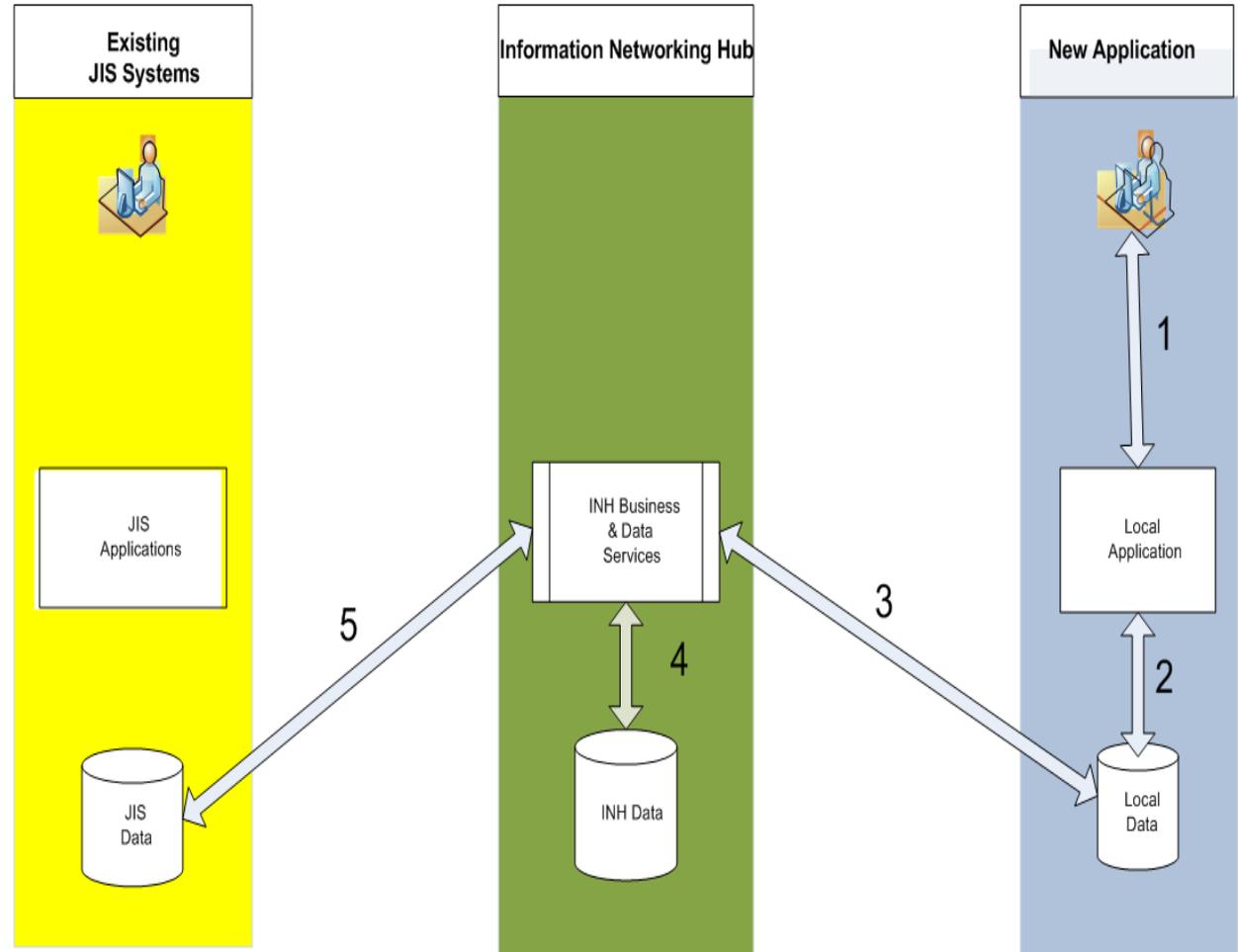


# Business Services Category 1 - Entity

## Category 1 Person Update Originating from new Application

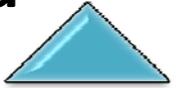


1. Changes made to person data using the a new application.
2. Person data stored in the application database
3. Application database synchronizes with INH
4. Person information stored in INH
5. Person data synchronized with the JIS database

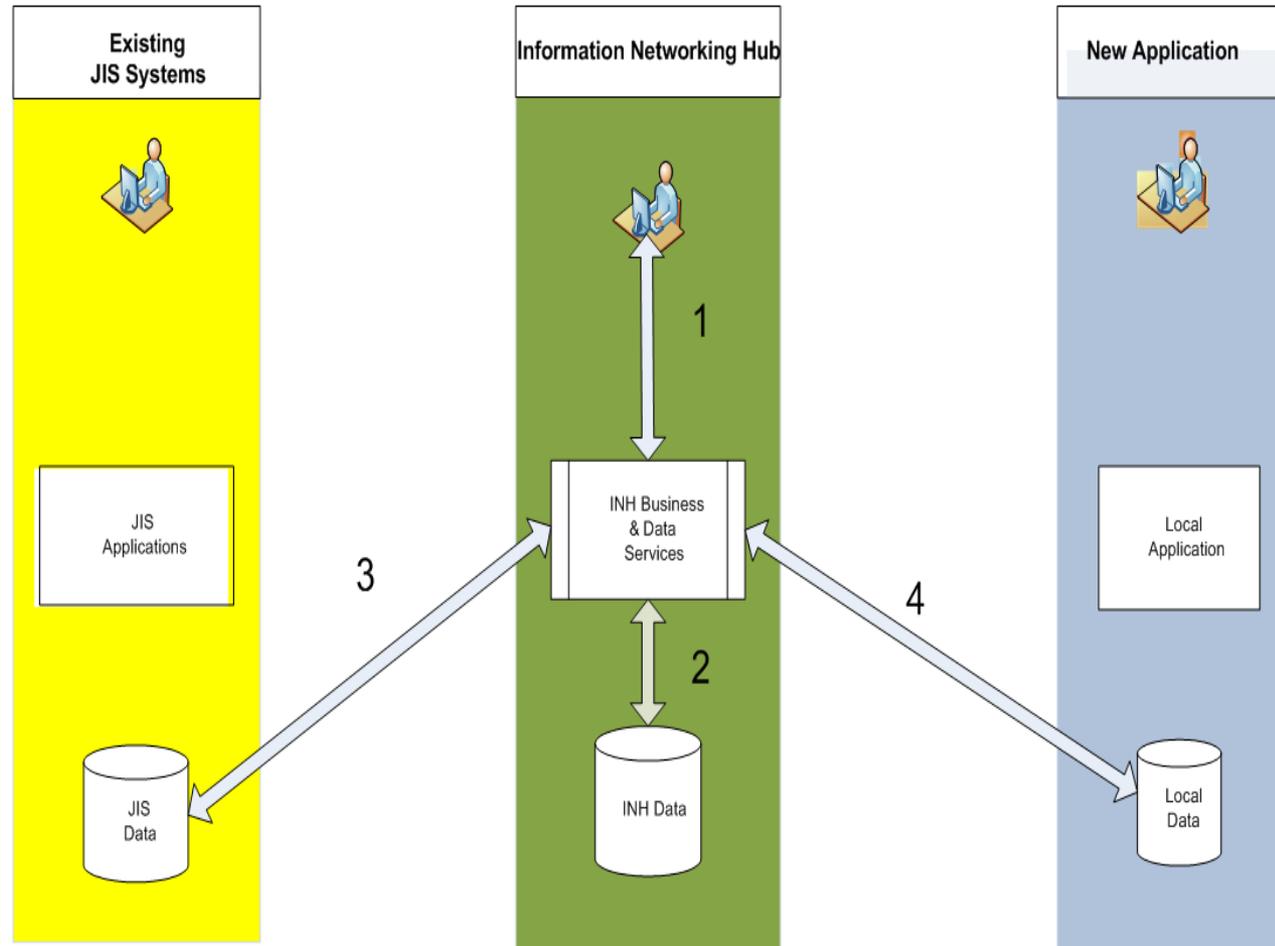


# Business Services Category 2 – Reference Data

Category 2 Reference Data Maintained in INH and Published



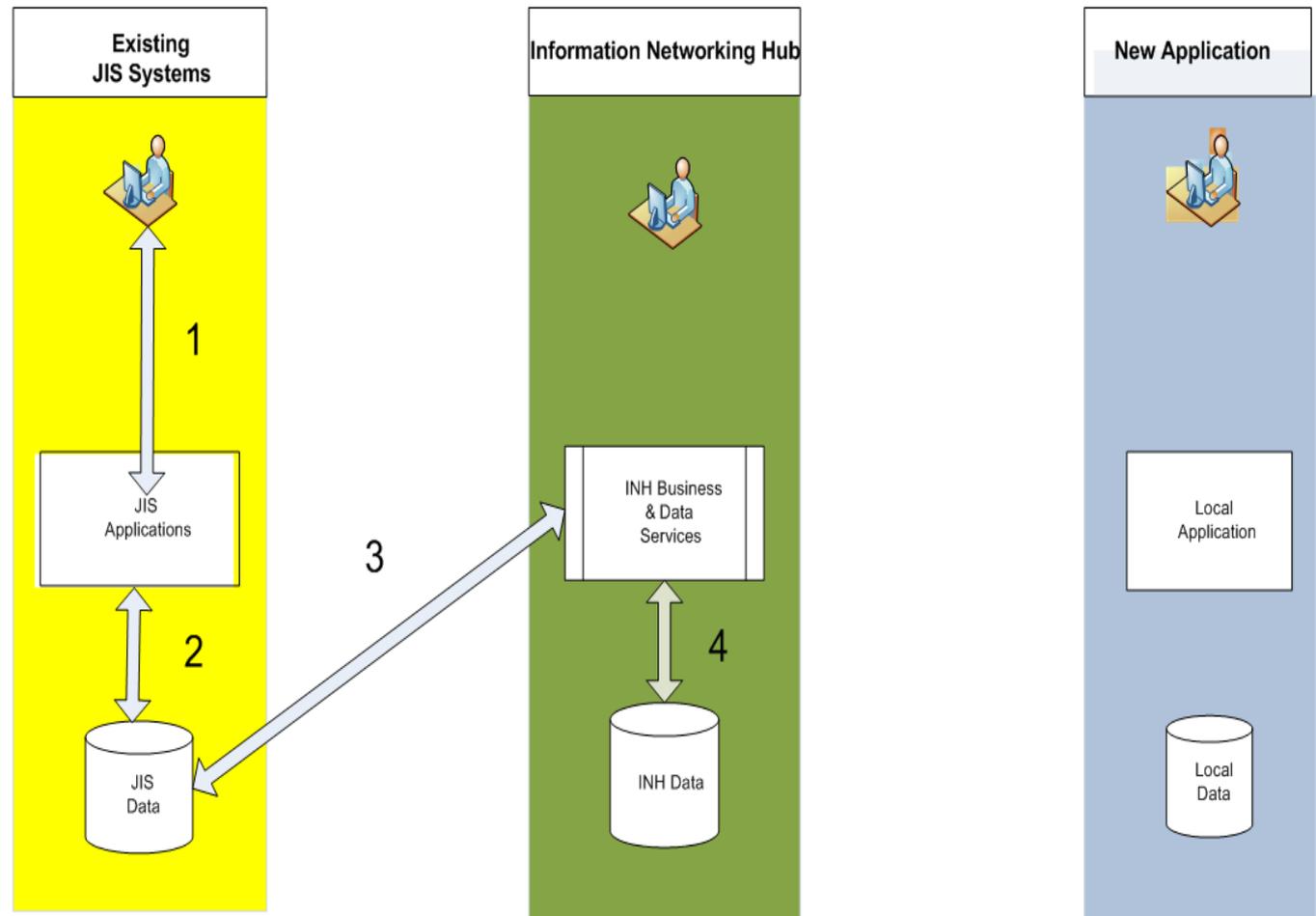
1. Law Updated in INH Web Portal
2. Stored in INH database
3. Law Synchronized with JIS database
4. Law Synchronized with new Application database



# Business Services: Category 3 Share Data

## Category 3 Statewide Shared Data – JIS Updates

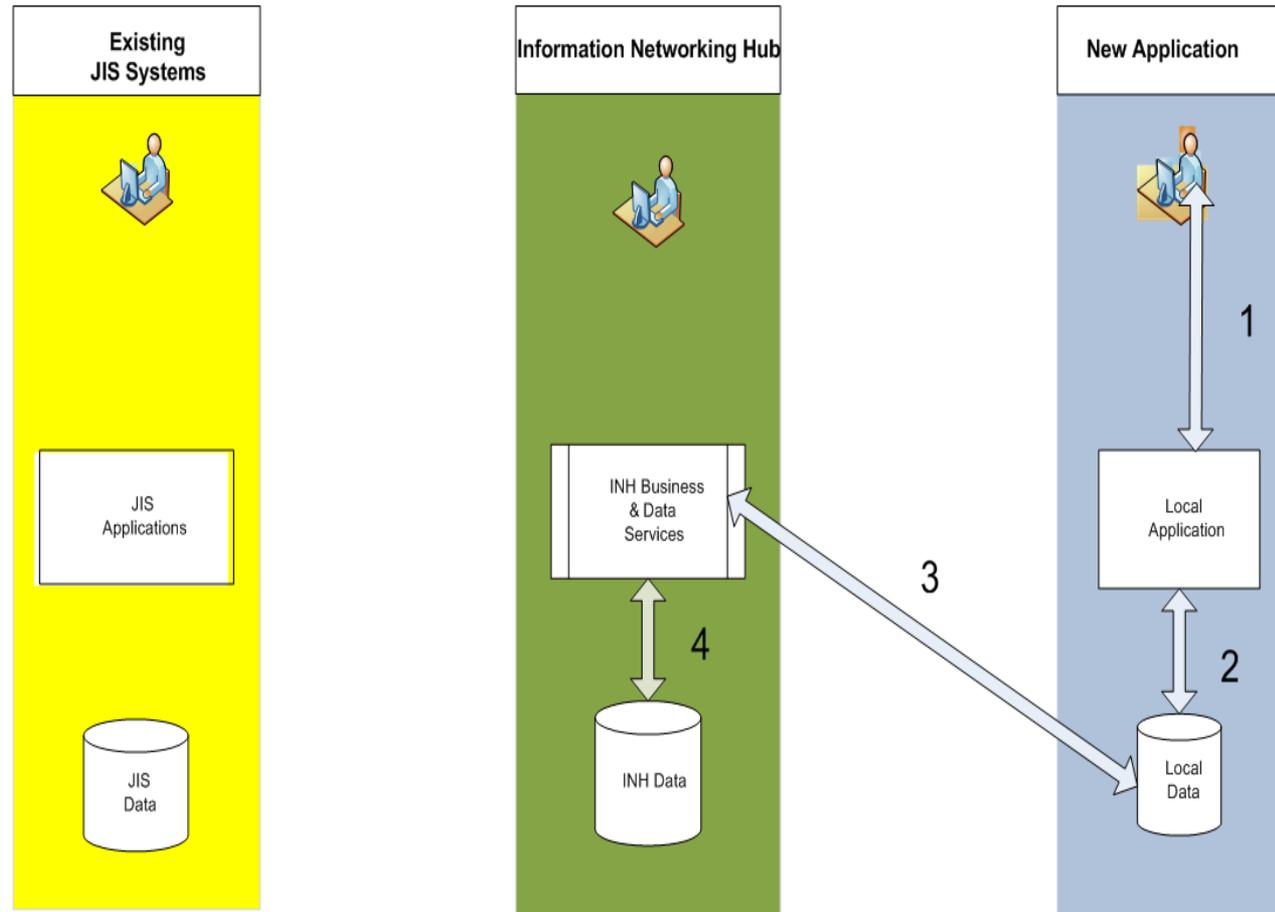
1. Update to Charge Count Result Code Made in JIS
2. JIS Database Update
3. JIS Database Update Sent to INH
4. INH Stores Statewide Data



# Business Services: Category 3 – Shared Data

## Category 3 Statewide Shared Data – New Application Updates

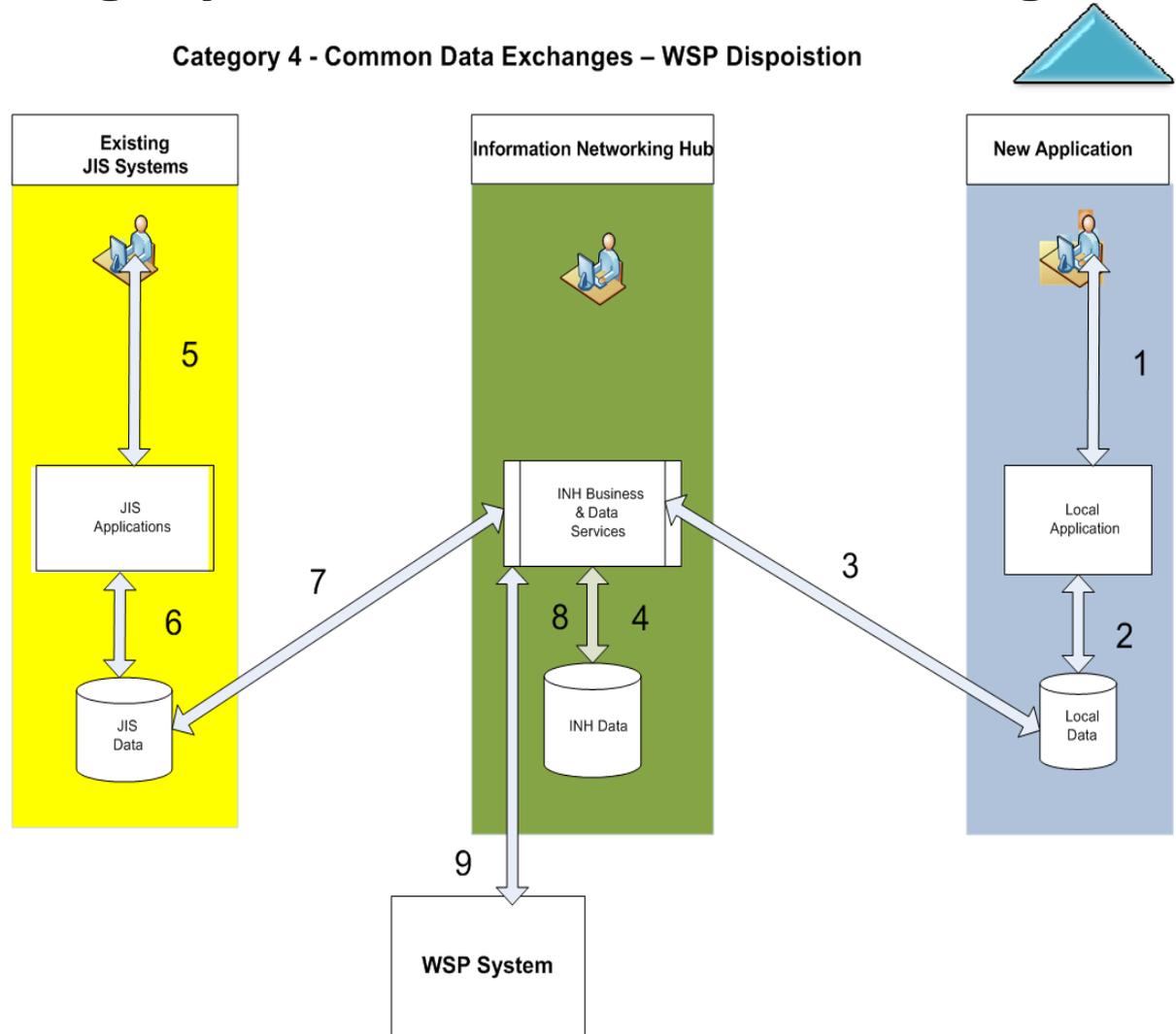
1. Update to Charge made in new application
2. Application Database Update
3. Application Database Update Sent to INH
4. INH Stores Statewide Data



# Business Services Category 4 – Common Data Exchanges

Category 4 - Common Data Exchanges – WSP Disposition

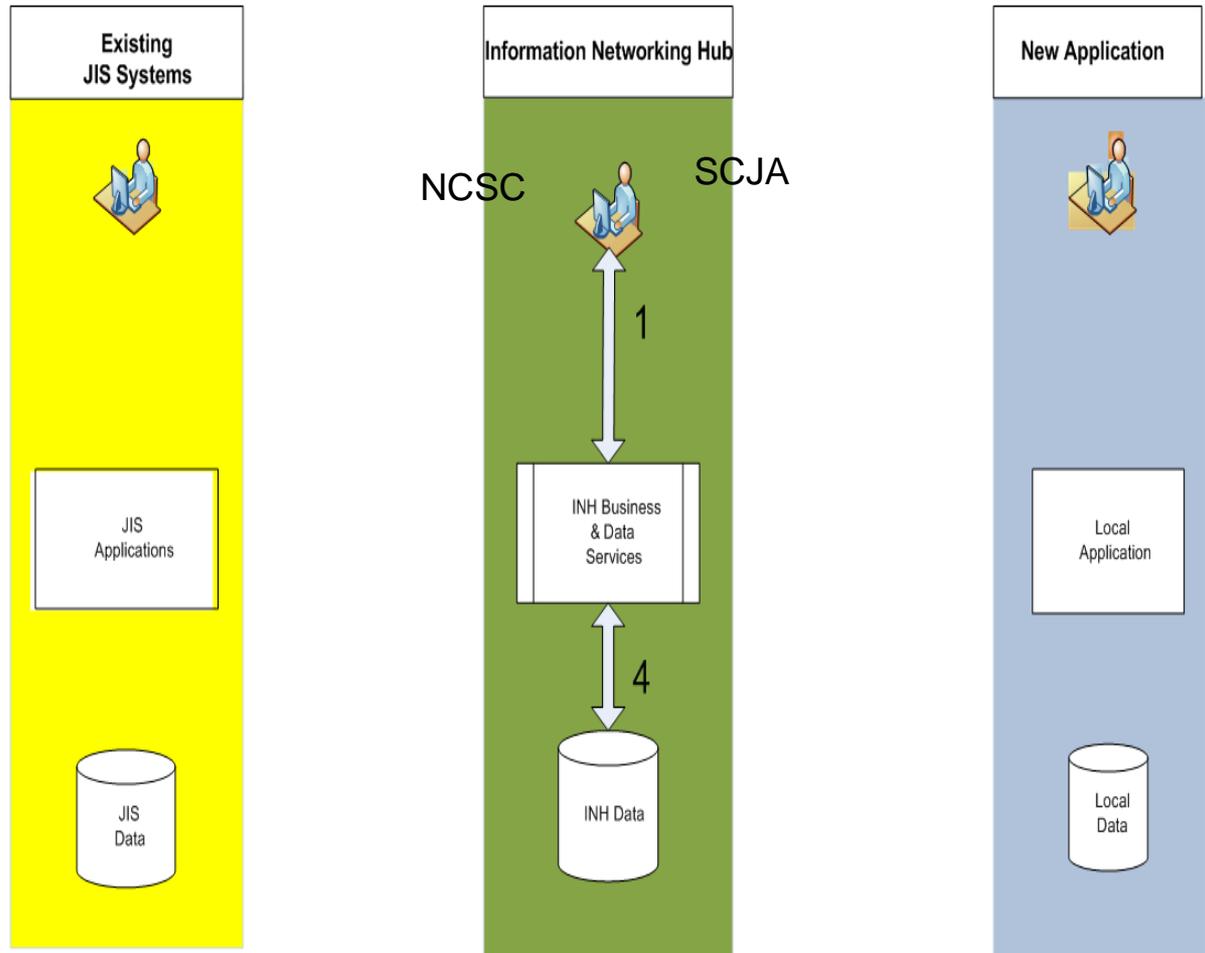
1. Update to Charge made in new Application
2. Application Database Update
3. Application Database Update Sent to INH
4. INH Stores Statewide Data
5. Update to Charge Count Result Made in JIS
6. JIS Database Update
7. JIS Database Update Sent to INH
8. INH Stores Statewide Data
9. WSP Sent Disposition



# Business Services Category 5 – Statewide Statistical

## Category 5 Statewide Statistical – Caseload Reporting

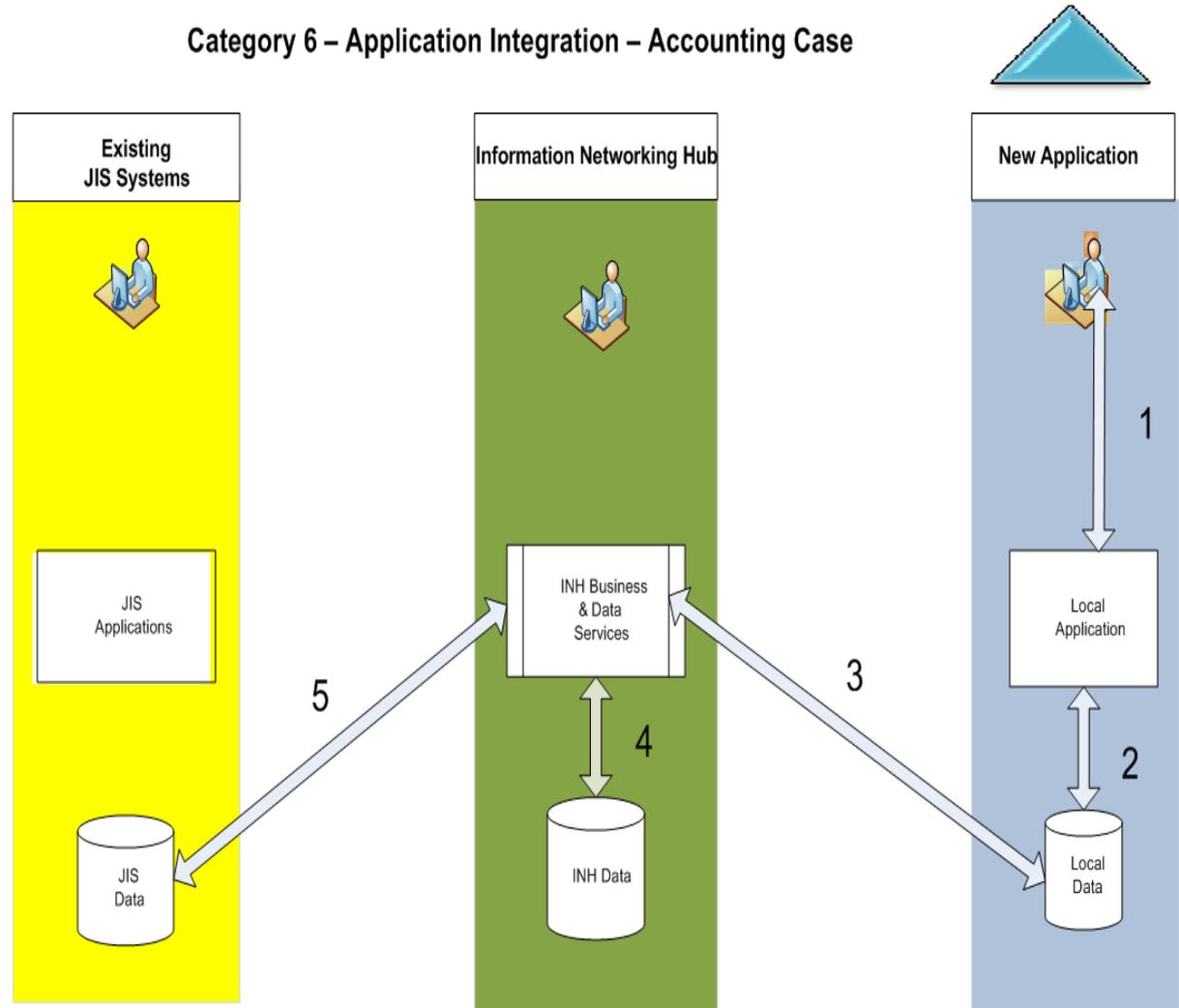
1. Statistical Reporting Requested and Returned
2. Statistical Data Obtained from the INH Database



# Business Services Category 6 – Application Integration

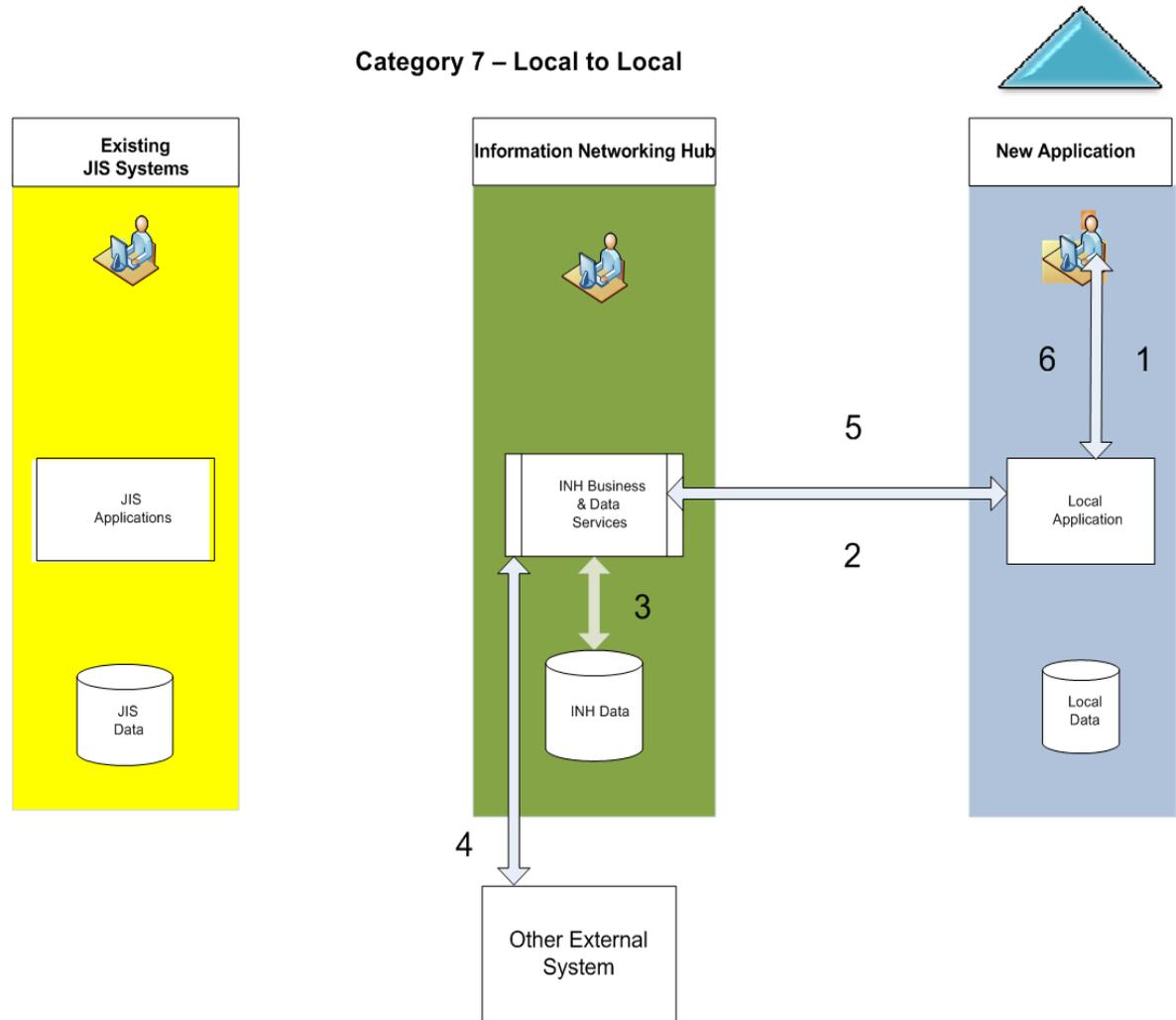
## Category 6 – Application Integration – Accounting Case

1. Case Filed in New Application
2. New Application Database Updated
3. Update Synchronized with JIS
4. Update Store in INH (only Statewide data)
5. Case Created in JIS Database

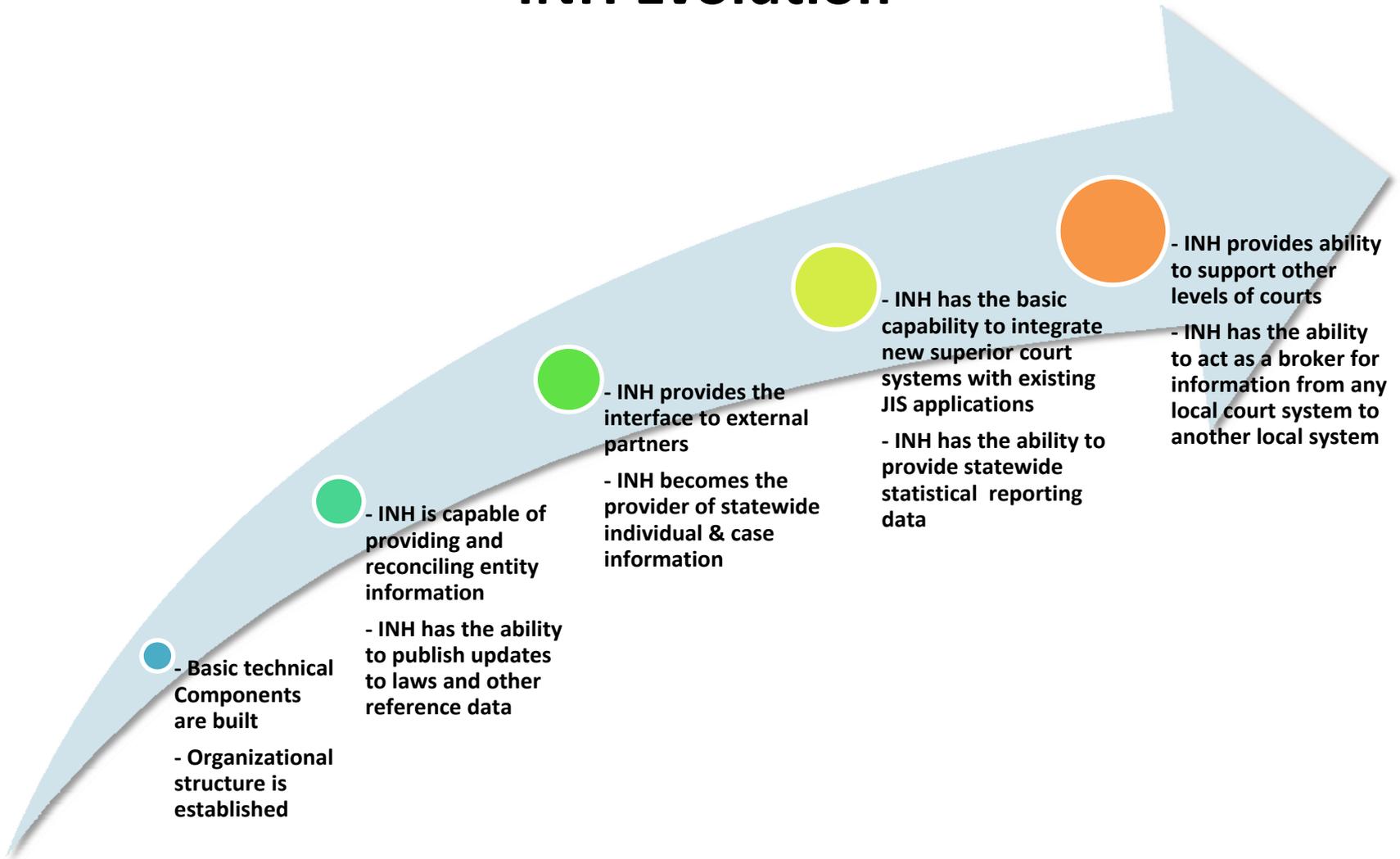


# Business Services Category 7 – Local to Local

1. Document Image Request for Image Stored in another System
2. Request Sent to INH
3. INH gets Local of Document from INH Database
4. INH Gets Document from Local System
5. INH Return Document to New Application
6. New Application Displays Document

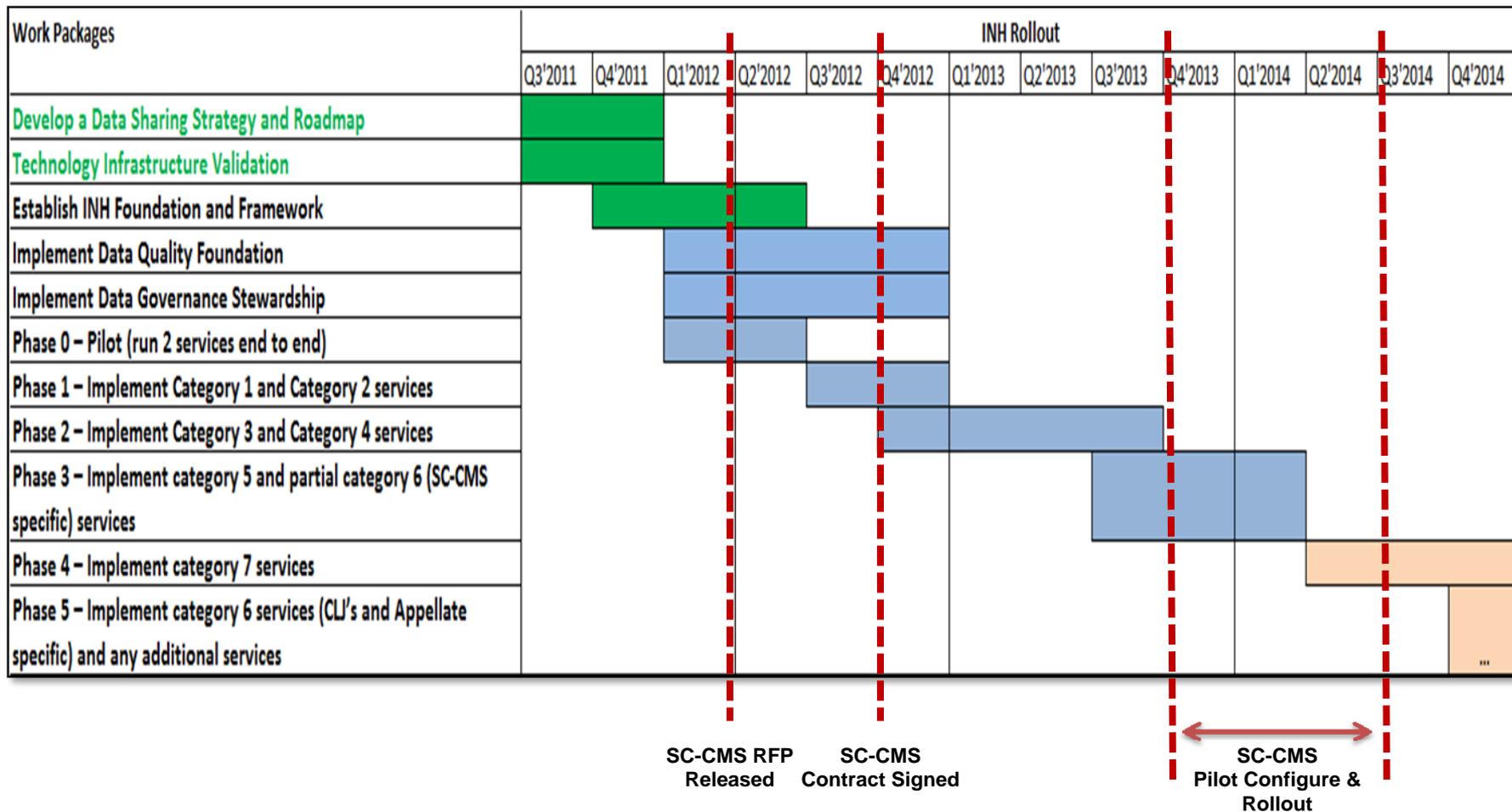


# INH Evolution

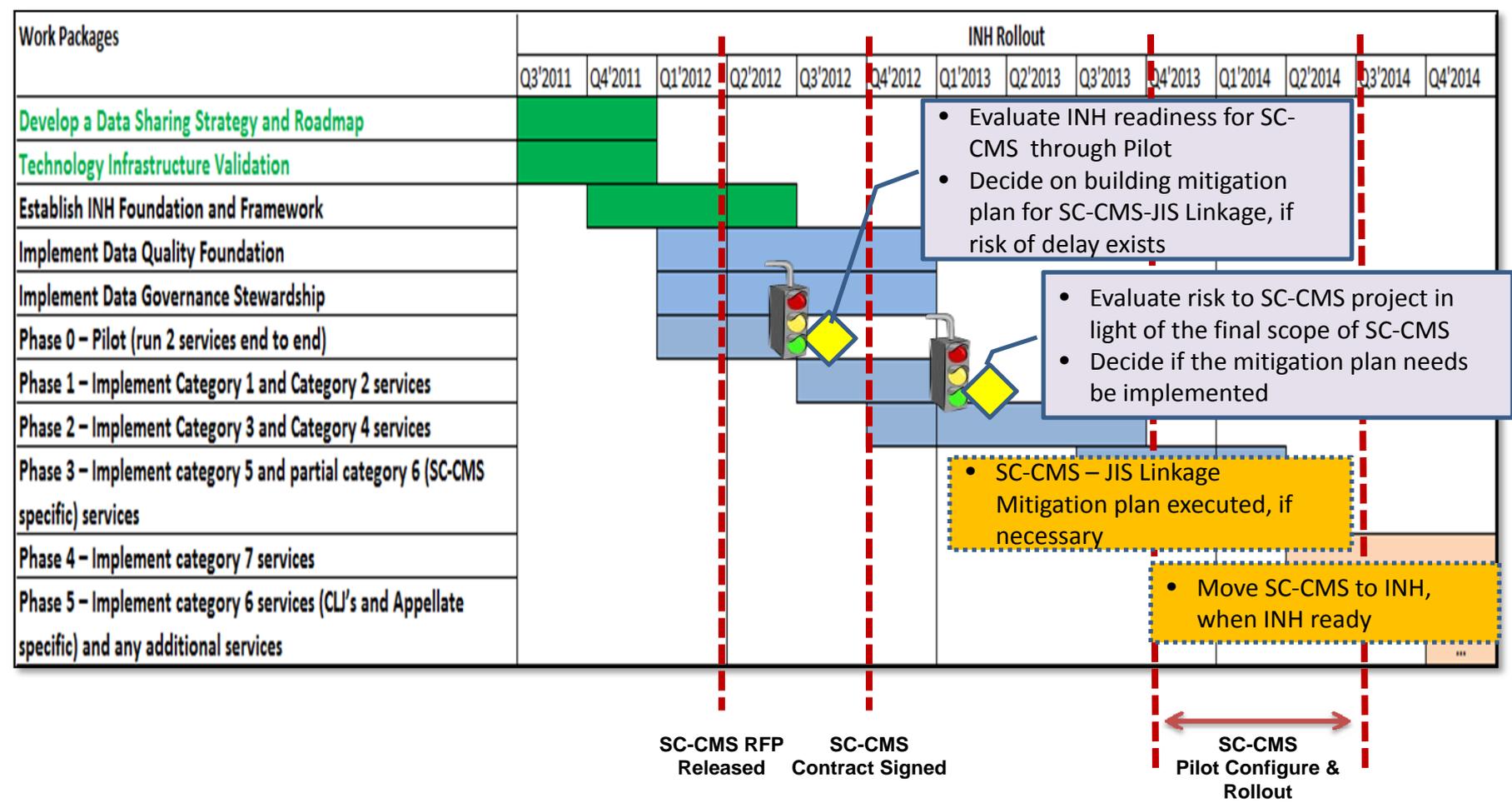




# Schedule



# What if INH is not ready for SC-CMS?

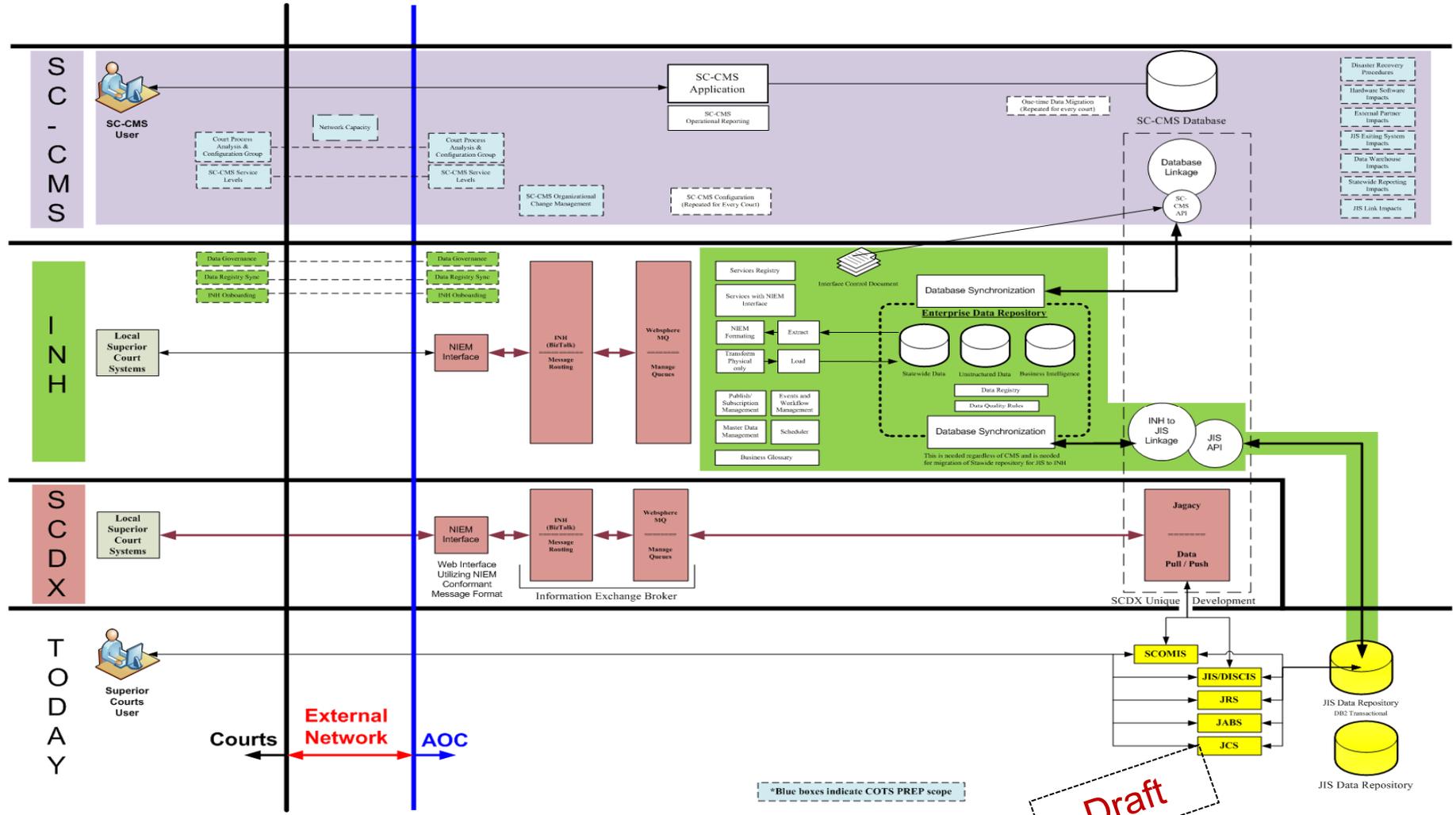




# Program Level Risks

Risk	Level	Mitigation Strategies
<p><b>Scope</b> Large/Complex/High Visibility – multi-year effort to implement INH.</p>	<p><b>High</b></p>	<ul style="list-style-type: none"> <li>• Conduct proof of concept and focus on efforts required to support SC-CMS</li> <li>• Conduct phased implementation approach starting with the development of the roadmap.</li> <li>• Leadership needs to understand the complexity of the technical effort required and allow time to complete proper planning efforts.</li> <li>• Strategy and roadmap should minimize/reduce scope creep and/or change</li> <li>• Business and technical requirements need to be well defined and agreed upon by AOC internal staff and external users.</li> </ul>
<p><b>Resource Allocation</b> Assigned AOC Resources are working on multiple priority projects</p>	<p><b>High</b></p>	<ul style="list-style-type: none"> <li>• Leadership needs to prioritize competing projects</li> <li>• Project managers coordinate resource needs and conflicts</li> <li>• Use external resources and tools when possible</li> </ul>
<p><b>Budget</b> Funding estimates based on original transformation budget may need to be revised.</p>	<p><b>Med</b></p>	<ul style="list-style-type: none"> <li>• Leverage other approved ITG projects to develop components of INH</li> <li>• Utilize internal resources where possible and internal tools where possible.</li> <li>• Refine high level budget estimates to be able to request supplemental funding as more project details become available</li> </ul>
<p><b>SC – CMS</b> Coordination between SC-CMS and INH</p>	<p><b>Med</b></p>	<ul style="list-style-type: none"> <li>• Hold regularly scheduled meetings between INH technical team and the technical team for SC-CMS to ensure project interdependencies are tracked and managed effectively</li> </ul>

# Relationship between INH, SC CMS, and SCDX



\*Blue boxes indicate COTS PREP scope



# Questions

**Dan Belles, PMP**

Project Manager, AOC

[dan.belles@courts.wa.gov](mailto:dan.belles@courts.wa.gov)

**Eric Kruger**

Enterprise Architect, AOC

[Eric.Kruger@courts.wa.gov](mailto:Eric.Kruger@courts.wa.gov)

# **ITG 081**

# **Static Adult Risk Assessment**

# **Project Status Update**

December 2, 2011

# Project Objectives

- Develop STRONG v2 interfaces:
  - JIS Data – automating assessment calculations with Washington criminal history data
  - User interfaces – create assessments, manual entry of out-of-state criminal history data, view assessments
- Develop guidelines for processing out-of-state criminal history
- Develop Court on-boarding process
- Working with pilot courts to ensure usability of applications and processes

# Current Activity

- Executive Steering Committee formed and meeting on a monthly basis
  - Chaired by Judge Kathleen O'Connor
  - Committee has met twice
- Project charter approved
- Potential implementation courts identified
  - Clark County
  - Cowlitz County
  - Spokane County
- System requirements review draft developed
- System design under way

# Current Activity (continued)

- Court implementation guidelines development started
  - Processing out-of-state charges
  - Court on boarding process
  - Training development
- Project Milestone Schedule
  - Requirements Analysis – 10/28/2011
  - System Design – 11/25/2011
  - Application Development - 02/10/2012
  - Establish AOC Business Program – 02/03/2012
  - Develop Training – 02/03/2012
  - Quality Control Testing – 03/02/2012
  - User Acceptance - 03/09/2012
  - Implementation – 03/16/2012
  - Project Closeout – 03/30/2012



# Issues

- Entering and maintaining STRONG Severity Codes in JIS Law Tables
- Ongoing program support



# Next Steps

- Start working with implementation courts
- Finalize system requirements and design
- Continue development of court implementation guidelines
- Start coding the static adult risk assessment applications



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

December 2, 2011

# VRV Tier 1 Current Status

- The Tier 1 VRV Courts, Lakewood, Kirkland, and Issaquah, have completed User Acceptance Message Routing Testing with DES JINDEX
- The next steps in the JINDEX deployment are to:
  - deploy the JINDEX routing message rules into Production,
  - test the server connection with each of the Tier 1 partners
- The JINDEX deployment is tentatively schedule for December 2011
- AOC is currently conducting end-to-end functional testing in the JINDEX QA environment

# Operations delays and schedule changes

- JINDEX Release Group 1 completion is six weeks behind schedule
  - This continues to be a learning process for all involved
- This impacts the schedule for future JINDEX releases
  - Tier 2, JINDEX Release Group 3, has been moved to Spring 2012 (2<sup>nd</sup> quarter)
- The DES JINDEX operations team is thinly supported
  - Staff divides time between production support, JINDEX on boarding, and other internal maintenance responsibilities

# Next Steps

- Process issues and schedule concerns have been identified
- Need to escalate process issues to DES leadership
- Complete the Tier 1 VRV implementation
- Continue the transition of the VRV data exchange to ISD operations for support and maintenance



# **Superior Court Data Exchange Project Status**

**December 2, 2011**

# Superior Court Data Exchange Project

## Agenda:

- Baseline Project Scope
- Project Scope Changes
- Production Increment 1 Status
- Summary & Next Steps
- Production Increments 2 & 3 Plan
- Sierra Systems Price per Web Service
- SCDX Project – Contract History / Plan
- SCDX Project Cost Summary
- AOC Recommendations



# Superior Court Data Exchange Project

## Baseline Project Scope:

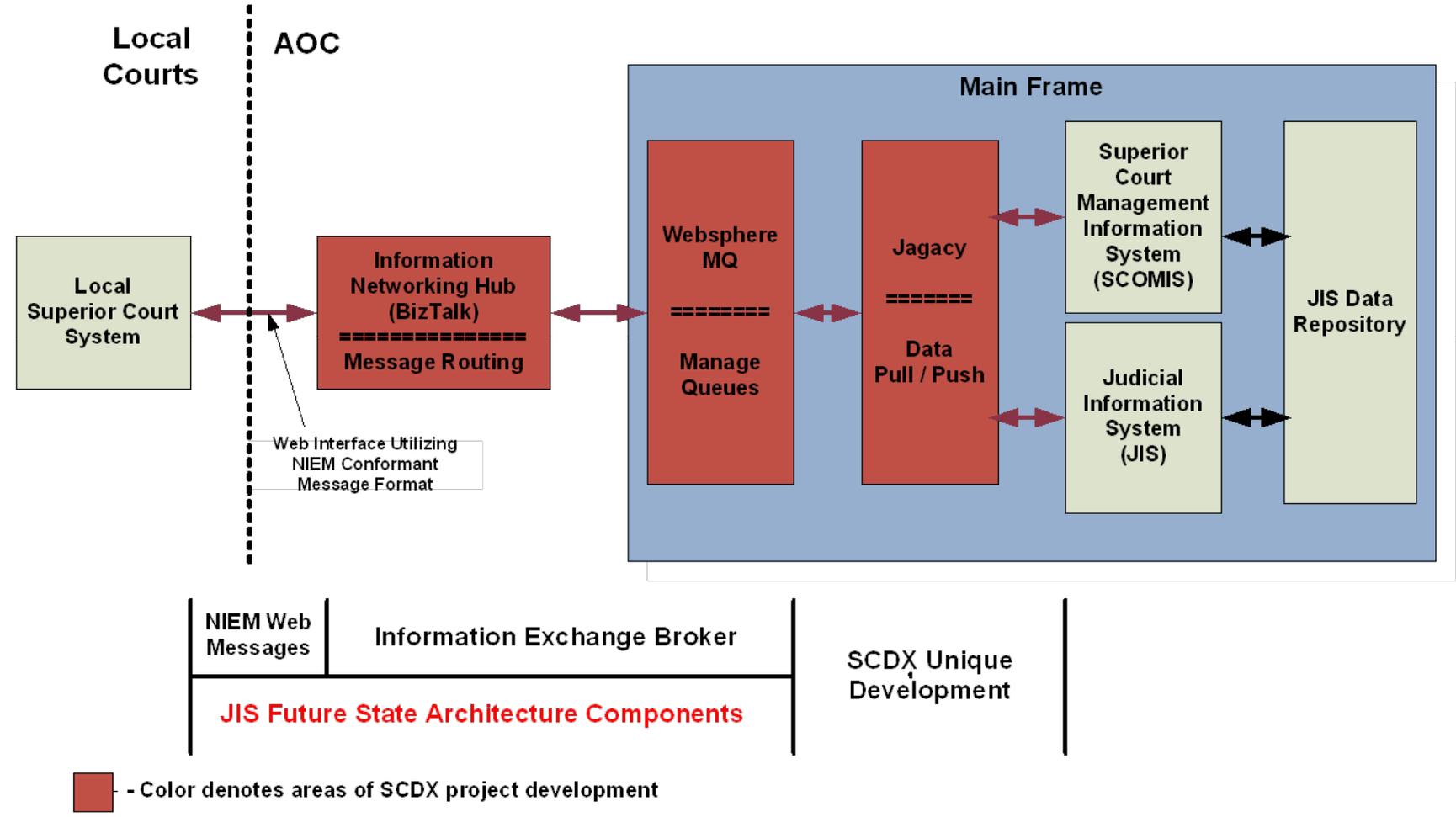
- Develop and deploy (59) web services for local Superior Court systems to transmit their judicial data to the statewide Judicial Information System (JIS) data repository, mandated by State statute.
- Pierce County's Legal Information Network Exchange (LINX) System will be the initial system to use the Superior Court Data Exchange (SCDX).
- Additional Superior Court Data Exchange web services can be added as part of subsequent development projects, based upon local Superior Court business needs.
- Builds a portion of the core infrastructure needed for Information Network Hub (INH).

# Superior Court Data Exchange Project

## Project Scope Changes:

- During functional design, the project team identified (4) additional web services that will be required to support the Superior Court Data Exchange:
  - Person Contact Add
  - Case Judgment Status Delete
  - Case Participant Get
  - Case Participant Convert
- The project will draft a formal Change Request documenting these changes in project scope; these changes are necessary to deploy a functioning solution.
- This will result in the SCDX project delivering (63) web services.

# Superior Court Data Exchange Project High-Level Architecture



# Superior Court Data Exchange Project

## Production Increment 1 Status:

- Sierra Systems Development Team:
  - Web services development will be completed by early December
  - Draft Test Cases in review; final test case release in early December.
  - **Planned** – begin SCDX web services verification tests in early December
  - **Planned** – complete Technical Design documents for each SCDX web service

# Superior Court Data Exchange Project

## Production Increment 1 Status (Cont'd):

- AOC Project Team:
  - Quality Assurance (QA) team developing test cases for validating Increment 1 web services by early December.
  - Meeting bi-weekly with Pierce County Legal Information Network Exchange (LINX) team to review all web services for usability and integrating into the LINX system.
  - **Planned** – Perform AOC QA tests of SCDX web services following the successful completion of Sierra Systems verification tests. AOC QA tests are expected to extend through January.
  - **Planned** – support the Pierce County LINX team when they begin their development to integrate the SCDX web services into the LINX system.



# Superior Court Data Exchange Project

## Production Increment 1 Status (Cont'd):

- Pierce County LINX Team:
  - **Planned** – begin developing the interface to the first (10) SCDX web services during 1<sup>st</sup> Quarter 2012; detailed schedule not yet developed.



# Superior Court Data Exchange Project

## Summary & Next Steps:

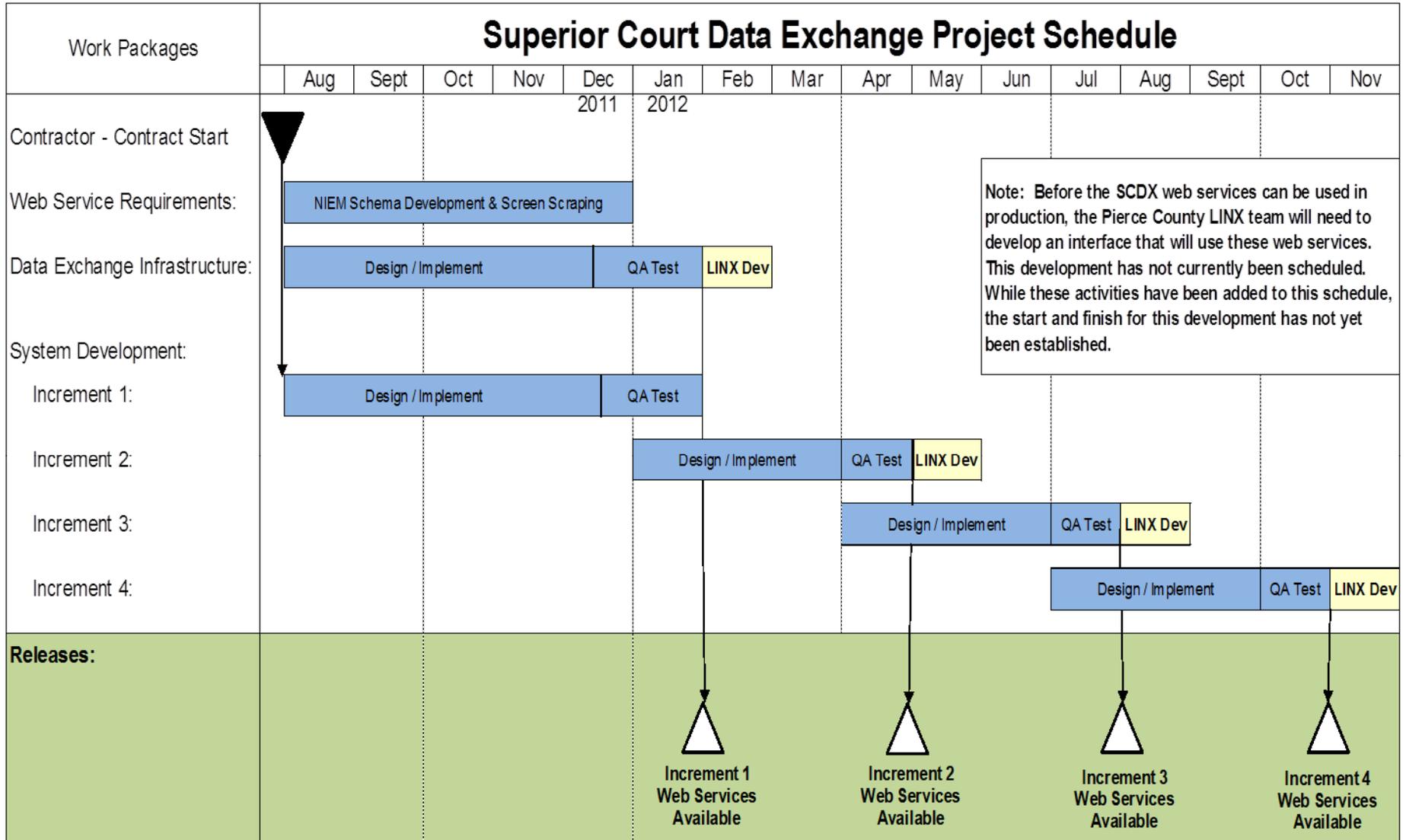
- Additional SCDX project funding authorization is required to implement the SCDX web services in Production Increments 2, 3 & 4.
- Sierra Systems development for Production Increment 1 is expected to be completed in December.
- To maintain the current development team and for the project to continue to move forward, additional funding is required in December.

# Superior Court Data Exchange Project

## Production Increments 2 & 3 Plan:

- A preliminary cost estimate for Production Increments 2 and 3 have been developed.
- A firm cost estimate will be available at the completion of Production Increment 1 in mid-December.

Proposed SCDX Project Plan				
SCDX Production Increment	Start	Finish	# Web Services	Estimated Cost
2	Jan 2, 2012	Apr 30, 2012	15	\$295K
3	Apr 2, 2012	Jul 31, 2012	16	\$313K
<b>Total</b>			<b>31</b>	<b>\$608K</b>
SCDX Budget Remaining Post Increment 1				\$74.6K
Additional Funding Required for SCDX Increments 2 & 3				\$533.4K



Note: The schedule above for SCDX Production Increments 2 - 4 is a proposed schedule not currently funded or approved by the JISC.

# Superior Court Data Exchange Project

## Sierra Systems Price Per Web Service:

Sierra Systems SCDX Implementation		
Date	Proposal	Price (1) per Web Service
June 6, 2011	Initial	\$34.5K
August 11, 2011	Revised (Increment 1 Only)	\$26.9K
November 14, 2011	Current (2) (Increments 2 & 3)	\$18.3K

Notes:

- 1) Price per web service is based on the # of functional specifications for each web service. Most web services have only (1) functional specification. For Production Increment 1, (4) web services had (2) functional specifications.
- 2) The Price per Web Service for the Current proposal is an estimate that will be finalized at the completion of Production Increment 1.



## SCDX Project - Contract History / Plan

Contract	Cost (\$K)	Dates	Scope	Status
Cayzen	\$590.0	April 2009 to Jan 2011	PSC 09627 - Implement (22) web services associated with docketing, case management, person data & DOL query. PSC 10302 - Implement (58) web services associated with docketing, case management, person data; Implement (4) calendaring and (2) document indexing web services.	Closed
Soos Creek Consulting	\$64.4	April 2011 to Oct 2011	PSC 11251: '- Developed SCDX web message formats for SCDX web services - Provided AOC training in NIEM message standards	Completed
Temporary AOC Employee	\$128.0	April 2011 to Mar 2012	- Wes Divin, work with AOC team in revising the business capability documents and web services functional specifications	In-Work
Sierra Systems Start Aug 2011 PSC 12126	\$223.0	Est End: Dec 2011	- Develop SCDX core infrastructure services including: BizTalk Orchestrations, Websphere MQ, common screen error handling & SCDX logging.	In-Work
	\$377.0	Est End: Dec 2011	- Production Increment 1 includes (10) web services and (14) functional specifications	In-Work
	\$295.0	Est End Mar 2012	- Production Increment 2; (15) SCDX web services Preliminary Estimate	Planned
	\$313.0	Est End Jun 2012	- Production Increment 3; (16) SCDX web services Preliminary Estimate	Planned
	\$330.0	Est End Sep 2012	- Production Increment 4; (18) SCDX web services '- Budgetary estimate only	Planned
<b>Total</b>	<b>\$2,320.4</b>			

Notes:

- 1) AOC will develop (4) web services with in-house development resources and Sierra Systems will develop (59) web services for a total of (63) SCDX web
- 2) Proposal price estimates for Production Increments 2 - 4 are current estimates that will be reviewed and may change post Production Increment 1.
- 3) Original JISC budget authorization was \$1.6M. Current estimate at complete indicates approximately \$720.4K over the original budget

# Superior Court Data Exchange Project

## SCDX Project Cost Summary:

JISC Budget Authorization	Project Costs to Date	Estimated Project Cost to Complete (All Increments)	Estimated Total Project Costs	Estimated Project Variance
\$1,600K	\$1,382.4K	938K	\$2,320.4K	\$720.4K

**Notes:**

- 1) All estimates are based upon Sierra Systems current estimated price per SCDX web service. This estimate will be reviewed following the completion of SCDX Production Increment 1 and may change.
- 2) "Project Costs to Date" include all costs through Production Increment 1.
- 3) The "Estimated Total Project Costs" assumes that the AOC Java/Jagacy developers will implement at least (4) SCDX web services.
- 4) Project costs include previous biennium expenditures

# Superior Court Data Exchange Project

## AOC Recommendations:

- Provide funding authorization for SCDX Production Increments 2 & 3 - \$608K
- Project team will meet with the DMSC in mid-December to review progress of SCDX Production Increment 1 and request DMSC approval to proceed to implement the next production increment(s).
- Sierra Systems contract revision to add Production Increments 2 & 3 will occur after Sierra Systems has completed SCDX Production Increment 1.

Judicial Information System Committee Meeting

December 2, 2011

**DECISION POINT – Superior Court Data Exchange: Funding Increments 2 and 3**

**MOTIONS:**

- I move to approve increasing the Superior Court Data Exchange project funding authorization from \$1.6M to \$2.320M to complete all phases of the project.
- I move to approve allocating \$533,400 from the JIS Multi-Project Fund to fund Increments 2 and 3 of the Superior Court Data Exchange Project.

**I. BACKGROUND**

In 2008, the JISC identified the Superior Court Data Exchange (SCDX) as a priority project. The Superior Court Data Exchange project will develop data exchanges so local court case management systems can transfer case and participant data to SCOMIS and JIS. The project also creates the required infrastructure needed by the INH project.

In August 2011, the estimated cost for completing the SCDX project was revised. At that time, there was sufficient funding to complete Increment 1, but additional funding was needed to implement Increments 2, 3 and 4. The JISC authorized the project to proceed with the development of Increment 1 and agreed to address funding for subsequent increments when the first increment is complete. Sierra Systems is currently on schedule to complete Increment 1 in December.

**II. DISCUSSION**

Completion of Increments 2 and 3, which will provide 31 additional web services, is estimated to cost an additional \$533,400. If funding is received, the project can continue in January. Increment 2 is scheduled to be completed in May, 2012, and Increment 3 in August of 2012. It is anticipated that funding allocation for Increment 4 will be requested following the completion of Increment 3.

**III. PROPOSAL**

Allocate \$533,400 from the JIS Multi-Project Fund for the completion of Increments 2 and 3 of the Superior Court Data Exchange Project.

**OUTCOME IF NOT PASSED –**

If additional funding is not authorized, the Superior Court Data Exchange Project will be delayed. Other funding for the project will not be available until the 2013 budget year. The current development team would be disbanded, and the project could not move forward in the near future.

#	Web Service Number	Service Name	Description	SCDX Project Prod	LINX System Priority
1	40.10.1	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	40.14.1	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	40.12.1	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	40.13.1	AocDxCaseDocketSuperiorUpdate	Update Docket Entry supports the ability for a Superior Court to update an existing docket entry.	1	1
5	40.15	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	10.20.1	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
7	10.20.3	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
8	10.20.2	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
9	10.02.1	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
10	10.02.2	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

#	Web Service Number	Service Name	Description	SCDX Project Prod	LINX System Priority
11	10.04.1	AocDxCASESuperiorJuvenileDependencyFile	File Juvenile Dependency Case supports the ability for a Superior Court to file a SCOMIS juvenile dependency case with identified participants. This capability supports linking the Superior Court case to an existing juvenile referral or creating one. Applies to Case Type 7 only.	2	3
12	10.04.2	AocDxCASESuperiorJuvenileDependencyUpdate	Update Juvenile Dependency Case supports the ability for a Superior Court to update the basic case information for an existing juvenile dependency case. This is required to support data entry errors or changes discovered through subsequent court activity. Applies to Case Type 7 only.	2	3
13	20.20.1	AocDxCASEParticipantAliasSuperiorAdd	Add Case Participant Alias supports the ability for a Superior Court to establish an alias name for an existing SCOMIS Litigant. This capability applies to all superior court case types. To add an alias for an identified person, see the Add Person Alias capability.	2	4
14	20.20.3	AocDxCASEParticipantAliasSuperiorDelete	Delete Case Participant Alias supports the ability for a Superior Court to delete an existing alias for a SCOMIS Litigant. This capability applies to all superior court case types. To delete an alias for an identified person, see the Delete Person Alias capability.	2	4
15	20.20.2	AocDxCASEParticipantAliasSuperiorUpdate	Update Case Participant Alias supports the ability for a Superior Court to update an existing alias for a SCOMIS Litigant. This capability applies to all superior court case types. To update an alias for an identified person, see the Update Person Alias capability.	2	4
16	30.01.1	AocDxCASEParticipantSuperiorAdd	Add Case Participant supports the ability for a Superior Court to submit a new case participant from their local system to SCOMIS. A participant is any person or organization that takes part in a case. Each participant added will be assigned the next higher entry sequence number, i.e. new participants will be appended to the end of the list of existing participants. All applicable types of persons can be added as participants. This applies to all superior court case types 1-9.	2	4
17	30.01.3	AocDxCASEParticipantSuperiorDelete	Delete Case Participant supports the ability for a Superior Court to submit a removal of a case participant from their local system to SCOMIS. A participant is any person or organization that takes part in a case. All types of participants can potentially be deleted subject to business rules governing validation of deletion. This applies to all superior court case types 1-9.	2	4
18	30.01.2	AocDxCASEParticipantSuperiorUpdate	Update Case Participant supports the ability for a Superior Court to submit modified participant data from their local system to SCOMIS. A participant is any person or organization that takes part in a case. This applies to all superior court case types 1-9.	2	4

#	Web Service Number	Service Name	Description	SCDX Project Prod	LINX System Priority
19	30.01.5	AocDxCasParticipantSuperiorConvert	Convert Case Participant provides the ability to uniquely identify existing major case participants, to change the domestic violence flag if necessary, and to convert the case in order to use JIS functionality for protection orders and accounting. It is assumed that the court has established JIS individual person name codes for all major participants. That is, the court has performed a JIS search for each major case participant (e.g., Petitioner PET, Respondent RSP, Family Household Member FHM, or Minor MNR). Refer to Person Business Rule 3.01. If the major participant is not found on JIS, then the court has performed a DOL search (refer to Person Business Rule 3.10), and each major case participant has been added as an "IN" Person Name Type on JIS.	2	New
20	30.01.6	AocDxCasParticipantSuperiorGet	Get Case Participant provides the ability for courts to retrieve the participants for a case. The primary intention of this business capability is to return the case participant unique identifier (SCOMIS connection code) to court systems.	2	New
21	20.01.1	AocDxPersonAdd	Add Person supports the ability for a Superior Court to create a unique, identified person in JIS for an individual named as a litigant in a case. Identified persons must exist in JIS before a case involving them can be created. Only applies to a JIS person record with an IN Person Type Code.	2	8
22	20.01.2	AocDxPersonBasicUpdate	Update Person Basic supports the ability for a Superior Court to provide updated information for an existing identified person. This capability includes demographic data and personal identification numbers (PINs). This capability does not include addresses, telephone numbers, and email address. For juveniles, the capability supports the ability to update the school district or education district by their Person Name Code. It supports removing the Juvenile Number. The capability supports the ability to remove a DOC Number.	2	8
23	20.01.4	AocDxPersonGet	Get Person supports the ability for a Superior Court to retrieve all the data about an identified person from the JIS database. Only applies to a JIS person record with an IN Person Type Code.	2	8
24	20.01.5	AocDxPersonContactAdd	Add Person Contact supports the ability for a Superior Court to provide contact information for an existing identified person. This capability includes addresses, telephone numbers, and email address. This capability does not include demographic data and personal identification numbers (PINs). Only applies to a JIS person record with an IN Person Type Code.	2	New

#	Web Service Number	Service Name	Description	SCDX Project Prod	LINX System Priority
25	20.01.3	AocDxPersonContactUpdate	Update Person Contact supports the ability for a Superior Court to provide updated contact information for an existing identified person. This capability includes addresses, telephone numbers, and email address. This capability does not include demographic data and personal identification numbers (PINs). Only applies to a JIS person record with an IN Person Type Code.	2	9
26	10.22.3	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.	3	2
27	10.22.2	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.	3	2
28	10.21.3	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.	3	2
29	10.21.2	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.	3	2
30	10.11	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.	3	3
31	10.01.1	AocDxCASESuperiorCriminalFile	File Criminal Case supports the ability for a Superior Court to file a SCOMIS criminal case with identified participants. The defendant must be provided and must be identified by the defendant's Person Name Code. An additional participant who is well identified may be added by this capability. Attorneys and poorly-identified participants cannot be added by this capability.	3	5

#	Web Service Number	Service Name	Description	SCDX Project Prod	LINX System Priority
32	10.01.2	AocDxCASESuperiorCriminalUpdate	Update Criminal Case supports the ability for a Superior Court to update the basic case information for an existing criminal case in SCOMIS. This is required to support data entry errors or changes discovered through subsequent court activity.	3	5
33	10.03.1	AocDxCASESuperiorJuvenileOffenderFile	File Juvenile Offender Case supports the ability for a Superior Court to file a SCOMIS juvenile offender case with participants who are identified persons. The juvenile offender must be provided and must be identified by the offender's Person Name Code. Additional participants who are identified persons may be added by this capability.	3	5
34	10.03.2	AocDxCASESuperiorJuvenileOffenderUpdate	Update Juvenile Offender Case supports the ability for a Superior Court to update the basic case information for an existing juvenile offender case. This is required to support data entry errors or changes discovered through subsequent court activity.	3	5
35	10.52	AocDxCASEChargeResultSuperiorUpdate	Update Charge Result supports the ability for a Superior Court to update Charge result data for one or more charges for a specified Information for an active SCOMIS case.	3	6
36	10.53.1	AocDxCASEChargeSuperiorAdd	Add Charge supports the ability for a Superior Court to add a charge from the specified information.	3	6
37	10.53.3	AocDxCASEChargeSuperiorDelete	Delete Charge supports the ability for a Superior Court to delete a charge from a specified information. This ability is required to remove data entry errors. This capability deletes all continuation lines for a charge as well, including deadly weapon, charge modifiers, alternate charges, definitions, and notes.	3	6
38	10.53.2	AocDxCASEChargeSuperiorUpdate	Update Charge supports the ability for a Superior Court to update a charge from the specified information.	3	6
39	10.51.1	AocDxCASEInformationChargeSuperiorAdd	Add Information and Charges supports the ability for a Superior Court to process an original or amended information and charges received from the prosecuting attorney. Through this capability, courts can: Add and Amend Information and Charges. This capability applies only to case types 1 and 8.	3	6
40	10.51.2	AocDxCASEInformationBasicSuperiorUpdate	Update Information and Charges supports the ability for a Superior Court to correct data entry and other errors to a specified information. The Superior Court will indicate which Information is being updated and provide the update data. This capability applies only to case types 1 and 8.	3	5
41	10.51.3	AocDxCASEInformationChargeSuperiorDelete	Delete Information and Charges supports the ability for a Superior Court to delete a specified Information and all of its charges. This is required to support data entry errors where the wrong Information and charges were entered for a specific Case Number. This capability applies only to case types 1 and 8.	3	6

#	Web Service Number	Service Name	Description	SCDX Project Prod	LINX System Priority
42	10.23	AocDxCasSealSuperiorUpdate	The Seal Case business capability supports the ability for a Superior Court to seal and unseal a case. Applies to all Superior Court case types 1-8. For further information, see Sealed Case Overview and JIS Online Manual - Characteristics of Electronically Sealed Cases.	TBD	7
43	10.61	AocDxCasSentenceSuperiorAdd	Add Sentence supports the ability for a Superior Court to provide initial sentencing information for a criminal or juvenile case.	TBD	7
44	10.63	AocDxCasSentenceSuperiorDelete	Delete Sentence supports the ability for a Superior Court to delete the information for a sentence for a specified Case Number.	TBD	7
45	10.62	AocDxCasSentenceSuperiorUpdate	Update Sentence supports the ability for a Superior Court to submit modified Sentence data for adult and juvenile criminal cases. This is required to support data entry errors as well.	TBD	7
46	30.05.1	AocDxCasParticipantRelationshipSuperiorAdd	Add Case Participant Relationship supports the ability for a Superior Court to establish a family/personal relationship between two identified persons who are both participants in a case. Applies to identified persons in superior court cases.	TBD	8
47	30.05.3	AocDxCasParticipantRelationshipSuperiorDelete	Delete Case Participant Relationship supports the ability for a Superior Court to delete an existing family/personal relationship for an existing identified person. Applies to identified persons in superior court cases.	TBD	8
48	30.05.2	AocDxCasParticipantRelationshipSuperiorUpdate	Update Case Participant Relationship supports the ability for a Superior Court to update an existing family/personal relationship for an identified person. Applies to identified persons in superior court cases.	TBD	8
49	10.32	AocDxCasPCNSuperiorDelete	Delete Process Control Number supports the ability for a Superior Court to delete a Process Control Number from SCOMIS. This is required to support data entry errors that require the removal of an incorrect Process Control Number previously submitted to SCOMIS.	TBD	8
50	10.30	AocDxCasPCNSuperiorRecord	Record Process Control Number supports the ability for a Superior Court to associate a Process Control Number with a person and a case. Supplying this information enables the electronic transmission of PCN data to WSP.	TBD	8
51	10.05.1	AocDxCasReferralRelationshipSuperiorAdd	Add Case to Referral Relationship supports the ability for a Superior Court to relate a superior court case to a juvenile referral. Applies to case types 1, 7 and 8.	TBD	8
52	10.05.3	AocDxCasReferralRelationshipSuperiorDelete	Delete Case to Referral Relationship supports the ability for a Superior Court to disassociate a court case from a juvenile referral. Applies to juvenile case types 7 and 8 only.	TBD	8
53	10.05.2	AocDxCasReferralRelationshipSuperiorUpdate	Update Case to Referral Relationship supports the ability for a Superior Court to replace a juvenile referral related to a court case with a different juvenile referral. Applies to juvenile case types 7 and 8 only.	TBD	8
54	20.10	AocDxPersonAliasAdd	Add Person Alias supports the ability for a Superior Court to establish an alias relationship between two existing identified persons.	TBD	8
55	20.12	AocDxPersonAliasDelete	Delete Person Alias supports the ability to delete an existing alias relationship for existing identified persons.	TBD	8

#	Web Service Number	Service Name	Description	SCDX Project Prod	LINX System Priority
56	20.11	AocDxPersonAliasUpdate	Update Person Alias supports the ability for a Superior Court to update an existing alias relationship for existing identified persons.	TBD	8
57	10.40	AocDxCasJudgmentSuperiorFile	File Judgment Case supports the ability for a Superior Court to create a Judgment case (case type 9). These can be created at any time and added to SCOMIS cases whenever a judge or commissioner awards a judgment for a SCOMIS case. Judgment cases are associated to existing SCOMIS cases through the Originating Case Number.	TBD	9
58	10.41	AocDxCasJudgmentSuperiorUpdate	Update Judgment Case supports the ability of a Superior Court to update Judgment case basic information for a Judgment case that already exists in SCOMIS. Applies to Superior Court case type 9 only.	TBD	9
59	10.43.2	AocDxCasJudgmentStatusSuperiorUpdate	Update Judgment Status supports the ability for a Superior Court to update the Status Code and Status Date for a Judgment case. Judgment cases do not have separate data for Completion Code and Completion Date as do other case types. Applies to Superior Court case type 9 only.	TBD	9
60	10.43.3	AocDxCasJudgmentStatusSuperiorDelete	Delete Judgment Status supports the ability for a Superior Court to remove any existing Judgment Status data on file for the identified case. This capability resets the Judgment Status Date and Judgment Status Code fields to empty values.	TBD	New
61	30.01.4	AocDxCasParticipantSuperiorReplace	Replace Case Participant supports the ability for a Superior Court to submit a replacement person for a participant from their local system to SCOMIS. A participant is any person or organization that takes part in a case. This applies to all superior court cases (1-9) that can have identified persons as participants.	TBD	9
62	10.24	AocDxCasSuperiorConsolidate	Consolidate Case supports the ability for a Superior Court to associate one case with another. Case Consolidation is used to relate cases to each other. For example, consolidation can be used to create co-defendant cases. Up to five case numbers can be consolidated to the master case number. The list of provided case numbers replaces the existing list of consolidated case numbers. Up to five case numbers can be consolidated to the master case number. The list of provided case numbers replaces the existing list of consolidated case numbers.	TBD	9
63	10.06.1	AocDxCasSuperiorExpunge	Expunge Case supports the ability for a Superior Court to remove almost all data from a case leaving only the case number and case title.	TBD	9

# **ITG Request #45 – Appellate Courts Electronic Document Management System (EDMS)**

**December 2, 2011**

## ITG Request #45 – Appellate Courts EDMS

### Status:

- Appellate Court project team members have identified (18) Electronic Document Management (EDMS) Use Cases for development:
  - (5) Use Cases have been completed
  - (7) Use Cases are in draft review
  - (6) Use Cases in development
- Project team is developing a Requirements Traceability Matrix (RTM) to validate current EDMS technical requirements with the Appellate Courts EDMS Use Cases.
- Project schedule has slipped approximately 2 months; the team is working to compress the schedule to hold to the July 1, 2012 target completion date.



## ITG Request #45 – Appellate Courts EDMS

### Status:

- **Planned** – begin developing EDMS procurement documentation required for a Request For Proposal (RFP) in parallel with the development of the remaining Appellate Courts EDMS Use Cases.



# Washington State Administrative Office of the Courts

ISD Transformation

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

October 2011

(Report Period Ending September 30, 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 & Project Plan Overview

## October 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 (ITG #002)	✓	Planned											
		Actual											✓
10.1b RFP for Superior Court Case Management	●	Planned											
		Actual											
10.1c Transition Planning for Superior Court Case Management	⊖	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; ITG 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											

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 ITG 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										
DB2 Upgrade	●	Planned										
		Actual										
BizTalk Upgrade	▲	Planned										
		Actual										
Resource Management	✓	Planned										
		Actual										
ITG #028 JIS Parking Module Upgrade Feasibility Study )	●	Planned										
		Actual										
ITG #045 Appellate Courts Electronic Document Management System	●	Planned										
		Actual										
ITG #081 Adult Risk Assessment Strong 2 Implementation	●	Planned										
		Actual										
ISD-Transformation Program Track	●	Planned										
		Actual										
ISD-COTS Preparation Program Track	●	Planned										
		Actual										
ISD-Information Networking Hub (INH) Program Track	◆	Planned										
		Actual										
ITG #009 Accounting Data in the Warehouse	●	Planned										
		Actual										

# Summary of Activities

## Major Changes Since Last Report

This section provides a quick summary of initiatives or projects that have had major changes during the reporting period and includes operational areas or staffing changes that impact the work, timeline, or budget.

### Initiatives & Major Projects Underway

- 12.1 Natural to Cobol Conversion
- 12.2 Superior Court Data Exchange
- 12.8 Equipment Replacement
- Records Management (RMS)
- Vehicle Related Violations (VRV)
- Software Quality Assurance (SQA)
- DB2 Upgrade
- BizTalk Upgrade
- CA Clarity Implementation
- JIS Parking Module Upgrade Feasibility Study (ITG #28)
- Appellate Electronic Document Management System (ITG #45)
- Adult Risk Assessment Implement Strong 2 Tool (ITG #081)

### Initiatives or Projects Started

- 10.1b Superior Court Case Management System RFP (SC-CMS)
- Transformation Track
- COTS Preparation Track
- Information Networking Hub (INH) Track

### Initiatives or Projects Completed

- 10.1a Superior Court Case Management Feasibility Study (SCMFS)
- Records Management System (RMS)

### Status Changes

- BizTalk Upgrade was **red**, and is now **yellow**.
- CA Clarity Implementation was **yellow**, and is now **green**.
- Superior Court Data Exchange was **yellow**, and is now **green**.

### Staffing Changes in ISD

#### ISD welcomes the following new staff:

Bing Cai – Enterprise Architect

Cheryl Mills– Vendor Relations Coordinator

Kim Radar– JAVA programmer

Ravi Somasundaram– Legacy programmer

Brian Stoll– Solutions Architect

James Porter - Tester

Marie Constantineau– PMO Coordinator

## ISD Staff Recognitions

### Individual Recognition

- **Charlene Allen** was recognized by TJ Bohl, the Assistant Administrator for Probation in the Pierce County Juvenile Court, for going to Chelan and presenting BOXI to the JPM's. Charlene was acknowledged for her incredible understanding of the BOXI tool and the way she always presents in an understandable manner that is easy to track. After her presentation to the group, there was a lot of great feedback and excitement. They were appreciative for all Charlene has done to help the courts as they move towards a data driven learn, manage, improve model. Way to go, Charlene!
- Appreciation to **John Howe** and **Sriram Jayarama** for stepping in to provide Heather Morford with the information she needed for the Legislative Proviso Report that was due last month regarding the plan for Data Exchanges. Not only did they get her the information she needed, but they did it with lightning speed. Their willingness to step in and help out a colleague working under a tight deadline was very much appreciated. Thanks, guys!
- Thanks to **Pam Payne** for all the hard work she puts into coordinating and supporting the JISC members. Members who have to travel to the meetings expressed appreciation for Pam always taking care of everything for them and being on top of all their travel details. Larry Barker from Klickitat County Adult Probation expressed . . .

*"Thanks for all you do for us. We'd never make it without you!"*

- **Kermit Oglesby** and **Kirby Tingle** in Network Services were recognized for their responsiveness during the cubicle moves of the JSD Research staff. Kate O'Donnell was grateful that Network Services is always so responsive whenever they have a question or problem. Keep up the good work!
- Jeff Hall had some words of appreciation for **Tom Sampson** for initiating *Lunch Roulette*, a way to get to know your fellow AOC colleagues.  
*"I appreciate your initiative in pursuing these lunches and the esprit de corps they engender. I have enjoyed them personally and cannot express how much, from the agency administrator perspective, I value what they bring to the agency as a whole..."*
- Thanks to **Dennis Longnecker** for his well received presentation to the State Agency Liaisons at the bi-monthly Emergency Management Division – State Agency Liaisons meeting regarding the JIS Disaster Recovery plan and practices. Your efforts are appreciated!
- Additional thanks to **Dennis Longnecker** for spending a week of his vacation serving the youth of our community. Dennis spent a week as a volunteer adult leader with a group of 14 Boy Scouts from Troop 101 at Camp Easton. The program prepares the youth in our community to be the next generation of leaders and citizens. They teach leadership, citizenship, fitness, and environmental stewardship. It is an experience that the youth treasure for their entire lives. Dennis helped to make that possible! Thank you, Dennis!
- KUDOS to **Yun Bauer**! Yun has been a member of the data warehouse team for five years, and recently moved from integrator – ETL developer to Senior Integrator – Business Objects developer. Prior to working on the data warehouse team, Yun worked in the Research Center for six years, so she brings not only meticulous technical skills to the position, but also a tremendous wealth of business knowledge. Congratulations, Yun!

## Team Recognition

- The **Superior Court Case Management Feasibility Study (SCMFS) project team (Kate Kruller, Heather Morford, Tom Sampson, Lori Murphy, Bill Cogswell, Kumar Yajamanam)** received the following recognition from Jeff Hall, the State Court Administrator, after the final presentation at the August JISC meeting. The team received the green light to proceed with the next step of preparing the RFP to acquire a new Case Management System for the Superior Courts.

*“Thank you all for your efforts and very good work as we have worked through the CMS Feasibility Study. Our success in reaching this important milestone today falls squarely on your shoulders and I very much appreciate your dedication, excellent work, and good counsel. I am confident that we can continue to meet the challenges this project presents and that confidence is grounded in all of you. I know many others contributed to this effort. Please pass on my appreciation to everyone involved.”*

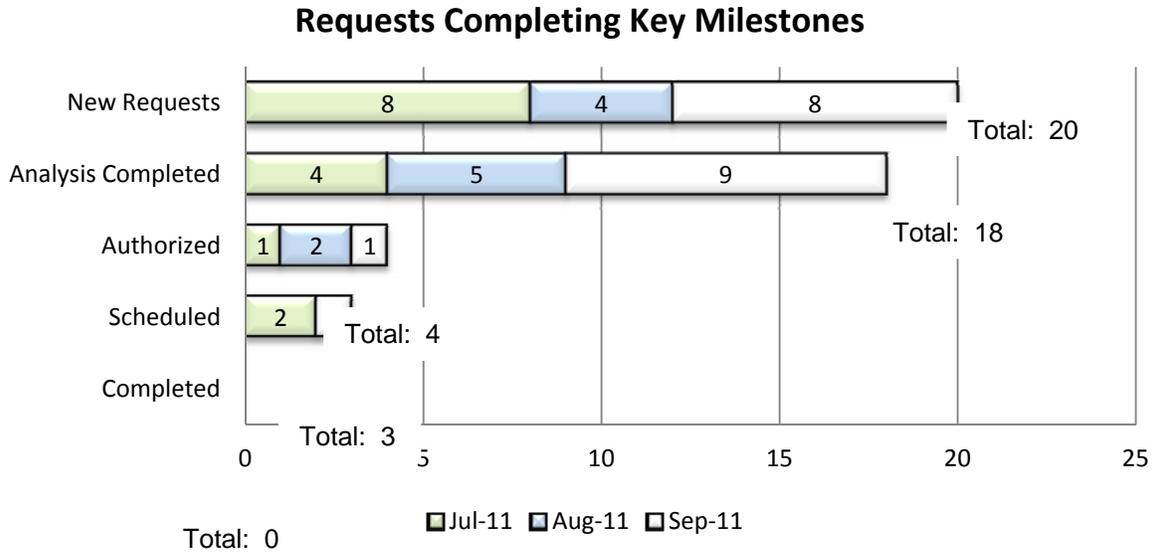
- The **Appellate Court EDMS Feasibility Study Team (Bill Burke, Gary Guinotte, Heather Morford and Maria Padukiewicz)** was recognized for a great team effort on the presentation of the Appellate Courts EDMD Feasibility Study results to the project Steering Committee. They did a great job on the feasibility analysis and presentation of the final results and recommendations. That was followed up by similar results at the presentation to the JISC in August. The project also received the green light and funding by the JISC to move forward. Way to go team!

## IT Governance Request Status

### Completed JIS IT Requests in September 2011

No ITG requests were completed during the month of September.

#### Status Charts



#### Current Active Requests by:

Endorsing Group		
<b>Supreme Court</b>	2	<b>Data Management Steering Committee</b> 1
<b>Court of Appeals Executive Committee</b>	2	<b>Data Dissemination Committee</b> 1
<b>Superior Court Judges Association</b>	4	<b>Codes Committee</b> 2
<b>Washington State Association of County Clerks</b>	7	<b>Administrative Office of the Courts</b> 1
<b>District and Municipal Court Judges Association</b>	8	<b>Washington State Association of Juvenile Court Administrators</b> 1
<b>District and Municipal Court Management Association</b>	27	

Court Level User Group	
<b>Appellate Court</b>	4
<b>Superior Court</b>	12
<b>Courts of Limited Jurisdiction</b>	23
<b>Multi Court Level</b>	11
<b>Non-JIS</b>	4

**Transformation Initiative Summary**

<b>Transformation Program</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ Approved the Release and Change Management Principles	Starts the Organizational Change Management (OCM) process.
✓ Began work on the deliverables schedule for Enterprise Security, Vendor Management and Application Development Management	Starts the project planning activities for each of the areas.
<b>COTS Preparation Program</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ Completed 13 mini-charters for each area within the COTS prep program	The COTS prep program scope is defined through 13 mini project charters. These thirteen mini project charters will be incorporated into a program charter for authorization.
<b>Information Networking Hub Program (INH)</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ Completed the High-Level Project Schedule	This schedule will drive the work needed within the INH program.
<b>12.1 Natural to Cobol Conversion</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ Continued work on the conversion of Natural entities inventory	Provides conversion of all Natural entities to COBOL
<b>DB2 Upgrade</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ Completed pre-implementation tasks and testing of all applications impacted by DB2 migration activities	Provides verification on application capability with DB2
<b>BizTalk Upgrade</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ The Microsoft BizTalk 2010 server patch was installed and tested by the AOC development team. The Microsoft patch resolved the BizTalk 2010 server process restart issue.	This problem needed to be resolved before these servers could be moved to Production.
<b>CA Clarity Implementation</b>	
<b>Activities</b>	<b>Impact/Value</b>
✓ Phase 1 – Project Set up and Initiation deliverable approved	The phase 1 deliverable included the Project kickoff meeting, the Project Management Plan, and the Project Schedule.
✓ Phase 2 – Solution Requirements Specification	The phase 2 deliverables includes the initial “out of the box” installation of Clarity in all three environments (Development, Test, and Production). The architectural analysis and approved architectural diagram. The Installation Reports and the Solution Requirements Specifications Document.

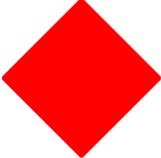
## Approved JIS Projects Summary

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>✓ Sierra Systems delivered the final draft SCDX implementation schedule. This schedule indicates that Sierra Systems expects to complete SCDX Production Increment 1 by the end of 2011</li> </ul>	Identifies Sierra System's overall plan for implementing SCDX Production Increment 1.
<ul style="list-style-type: none"> <li>✓ The AOC completed the specifications for the Civil Filing and Civil File Update web service. This completes the specifications for all the SCDX Production Increment 1 web services.</li> </ul>	Required to ensure any case management record updates initiated by the LINX system is applied to the correct corresponding case management record in SCOMIS/JIS.
<b>JIS Project: Superior Court Case Management RFP</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Sent AOC SCMFS Requirements documentation to King County</li> </ul>	Meet deadline for gathering unique King County requirements for Proviso Report.
<ul style="list-style-type: none"> <li>✓ Establish project governance</li> </ul>	Synchronize AOC efforts between three professional associations that are key stakeholders in the project to assemble a representative steering committee for project oversight.
<b>ITG #028 JIS Project: JIS Parking Module Upgrade Feasibility Study</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Complete Review with Solutions Architect into final cost analysis for feasibility study draft</li> </ul>	Completes the feasibility study
<b>ITG #045 Appellate Electronic Document Management System (EDMS)</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>✓ Appellate Court EDMS team is developing business Use Cases to document the Appellate Court EDMS business requirements. These business requirements will be used to validate the EDMS technical requirements and will also be used as a basis for Appellate Courts acceptance of the EDMS system. The team has identified an initial (22) business Use Cases that will need to be developed and has completed the initial draft of the first (10) Use Cases.</li> </ul>	Define Appellate Court EDMS business requirements using business Use Cases. These Use Cases will be used to validate the EDMS system technical requirements and define the Appellate Courts EDMS acceptance criteria.
<b>Vehicle Relations Violations (VRV)</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>• Completed the Assessment Cycle</li> </ul>	Tier 1 VRV Courts, Lakewood, Issaquah, and Kirkland, are working directly and are part of the JINDEX Release Group 1.
<b>ITG #081 Adult Risk Assessment Implement STRONG 2 Tool</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>• Completed draft Charter for Project Steering Committee</li> </ul>	Provides authorization for the project scope, approach, costs, schedule and resources
<ul style="list-style-type: none"> <li>• Formed the ARA Steering Committee and appointed members from SCJA, DMCMA, AWSCA and AOC</li> </ul>	Provides executive level oversight of the project to ensure business alignment and provide a forum for executive level issue/risk mitigation, discussion of policy issues, and approve change requests.
<ul style="list-style-type: none"> <li>• Requirements analysis was started</li> </ul>	Approved system requirements provide the foundation on which the system is designed, developed, tested and accepted.
<b>ITG #009 Accounting in the Data Warehouse</b>	
<b>Activities</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>• Completed first drafts of report design specifications, first four source tables and accounting universe</li> </ul>	Preparing for design approval and first steps in creating interface for reports.

## 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

Transformation Program Track								
<b>Reporting Period thru September 30, 2011</b>								
<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO				<b>IT Project Manager:</b> Martin Kravik				
<b>Business Area Manager:</b> William Cogswell, ISD Associate Director				<b>Consultant/Contracting Firm:</b> n/a				
<b>Description:</b>  The ISD Transformation Program places the remaining Transformation Initiatives under a single umbrella. The goals of this approach are to expedite the completion of the Initiatives by reducing redundant administrative overhead, ensure better cohesiveness between Initiatives, and provide a more rational and consistent implementation of the Initiatives.								
<b>Business Benefit:</b>  <ul style="list-style-type: none"> <li>Prepare ISD processes to support the implementation of Superior Court Case Management System and other COTS</li> <li>Ensure use of consistent and integrated processes across ISD functional areas to enable the efficient delivery of services.</li> <li>Implement a governance organization and decision making processes to maximize investments and utilization of resources.</li> </ul>								
<b>Business Drivers</b>	Improve Decision Making	X	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>
<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: The decision was made to fold the implementation of Solution Management into the new Transformation Program Track.								
<b>Progress</b>	<div style="display: flex; align-items: center;"> <div style="width: 5%; height: 10px; background-color: blue; margin-right: 5px;"></div> <div style="width: 95%; height: 10px; background-color: #ccc; border: 1px solid #000; position: relative;"> <span style="position: absolute; top: -10px; left: 50%; transform: translate(-50%, -100%); font-size: small;">Oct 2011 (5%)</span> <span style="position: absolute; right: 5px; bottom: -10px; font-size: small;">100%</span> </div> </div>							
<b>Phase</b>	X	Initiate	<input type="checkbox"/>	Planning	<input type="checkbox"/>	Execute	<input type="checkbox"/>	Close
<b>Schedule</b>	<b>Planned Start Date:</b> July 2011				<b>Planned Completion Date:</b> Sept 2012			
	<b>Actual Start Date:</b> July 2011				<b>Actual Completion:</b> TBD			
<b>Activities Completed</b>				<b>Impact/Value</b>				
✓ Program Charter was reviewed by Vonnie. She asked that funding for Decision Process Framework and Application Development Management be added back in.				Provides authorization for the program scope, approach, costs, schedule, and resources.				
✓ Bill Brush gave a presentation on Enterprise Security to the ISD management team.				Starts Organizational Change Management (OCM) process.				
✓ Kevin and Tim held a Release and Change principles discussion with the ISD management team. With minor changes the principles were approved.				Starts Organizational Change Management (OCM) process.				
✓ PM met with Bill Brush and Cheryl Mills to start development of deliverables schedule for Enterprise Security and Vendor Management.				Starts project planning activities.				
✓ PM met with Jennifer Creighton, Mike Keeling, Mike Sebastian, Sriram Jayarama, and Ray Yost to				Initial meeting to define what version 1.0 of the process looks like.				

discuss deliverables for Application Development Management.	
✓ Project Manager (PM) and Project Management Office (PMO) met with the Architecture Review Team to discuss how the implementation of ART reviews for projects will occur and time schedule.	Helps ensure smooth, rational implementation of the Architecture Review Team (ART) process.
✓ PM, Tim Anderson, Tom Sampson, and Marty Derksema talked to a potential project resource that can help with IBM Rational tools configuration.	Brings in expertise AOC doesn't currently have to kick start the use of the IBM Rational suite of tools for requirements management, quality control management, release management, and change management.
<b>Activities Planned</b>	<b>Impact/Value</b>
◦ Finalize Project Charter.	Approval to start project work.
◦ Begin Project Planning phase.	Develop detailed work plans, cost estimates, work schedules, determine resource requirements and project timelines.

# COTS Preparation Program Track

Reporting Period thru September 30, 2011

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Mike Walsh
<b>Business Area Manager:</b> Dennis Longnecker, Infrastructure Manager	<b>Consultant/Contracting Firm:</b> n/a

**Description:**  
The AOC COTS Preparation Track is one of three program tracks that were the result of the AOC ISD Roadmap effort in February 2011. ISD Management categorized all tasks, projects and services required at AOC to accommodate the following three efforts underway: (1) the implementation of the division's Transformation Initiative; (2) the design and implementation of the Information Networking Hub aspect of the Enterprise Architecture future state design for AOC; and (3) the implementation of any Commercial Off-The-Shelf (COTS) application that may be procured for AOC's portfolio.

CMS Preparation program track is set up to comprehensively identify and address all the areas that are external to core CMS deployment but are necessary to support the successful configuration, integration and operations of the new CMS. The objectives of this track are:

- Identify the potential areas of impact to existing JIS environment because of the introduction of new COTS package
- Identify the areas of pre-work that is needed to ensure timely deployment of CMS solution
- Develop work plan to address the impacts
- Address the impacts and mitigate the risks

**Business Benefit:**

Critical Success Factors and Business Benefits are:

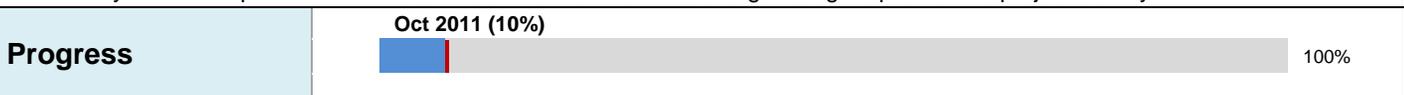
- Impacts and risks are identified
- Costs are known and budget sources are identified
- Work plan and ownership to address the impacts are established
- Identified work and mitigations are completed in time

<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input checked="" type="checkbox"/>	Improve Service or efficiency <input type="checkbox"/>	Manage Risks <input checked="" 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>Current Status</b>	<b>Scope</b>	<input checked="" type="checkbox"/>	<b>Schedule</b>	<input checked="" type="checkbox"/>	<b>Budget</b>	<input checked="" type="checkbox"/>
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Status Notes: Very little progress has been made on the completion of the Program Charter due to Mike Walsh's increased involvement in the VRV and Clarity implementation projects.

The September 12<sup>th</sup> target date for having the program charter ready was missed. Due to Mike Walsh's emergency eye surgery more delays are anticipated until Mike can return to work full time and get caught up on all his project activity.



<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> July 2011	<b>Planned Completion Date:</b> July 2014
	<b>Actual Start Date:</b> July 2011	<b>Actual Completion:</b> TBD

Activities Completed	Impact/Value
✓ Completed the 13 project Mini Charters	The COTS prep program scope is defined through 13 mini project charters. These thirteen mini project charters will be incorporated into a program charter for authorization.
Activities Planned	Impact/Value
◦ Finalize the Program Charter.	Provides the Executive authorization to fund and execute the program
◦ Program plan and schedule.	
◦ Firm up project budgets	

# Information Networking Hub (INH) Program Track

Reporting Period thru September 30, 2011

**Executive Sponsor(s)**  
Vonnie Diseth, CIO

**IT Project Manager:**  
TBD

**Business Area Manager:**  
*Kumar Yajamanam, Architecture & Strategy Manager*

**Consultant/Contracting Firm:**  
n/a

**Description:**

The Information Networking Hub (INH) has been initiated as one of three separate Project/Program tracks. While the INH is being built to support the implementation of a Case Management System, it is also building a foundation for data exchange with other COTS packages.

The Information Networking Hub and Networking Services is a required architecture to support information interchange between the disparate JIS central (new and old) and local systems. This Project will involve a core team of resources with the experience and knowledge of AOC systems, "as is" and the "to be" state to support the building a robust enterprise architecture capable of handling messages from disparate systems with one common messaging standard.

Initially the components of the INH will be developed in a sequencing priority based on the needs of the CMS requirements but will continue to build on the needs for AOC and COTS packages of the future.

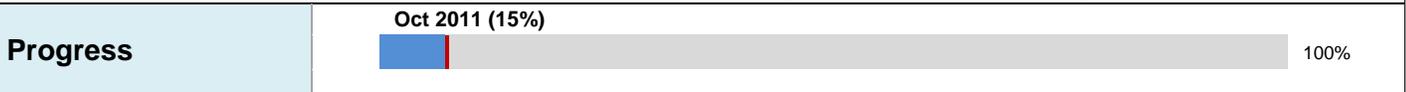
**Business Benefit:**

- Seamless integration of current and future as well as centralized and local applications that provides better customer experience
- Real-time information networking through "polish-subscribe" mechanisms that facilitates the sharing of data and dramatically reduces duplicate data entry
- Modern architecture that aligns with latest technology trends to provide flexibility and quick response and ability to deliver new customer requests
- A centralized security framework that can meet the needs for ensuring data is secure
- Advanced customer interfaces to improve productivity, advance decision-making capabilities and aid in access to justice

<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	X	Increase organizational capability	X	Regulatory compliance or mandate	X

<b>Current Status</b>	<b>Scope</b>	▲	<b>Schedule</b>	▲	<b>Budget</b>	◆
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**Status Notes:** The Project Manager Wendy Loewen resigned effective 9/28/11 and Project Status Report is not up to date. Risk Mitigation: Dan Belles will assume the Project Manager role on 10/10/11. Business Area Manager will provide project management leadership until another PM is assigned.



<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> July 2011	<b>Planned Completion Date:</b> June 2015
	<b>Actual Start Date:</b> July 2011	<b>Actual Completion:</b> TBD

Activities Completed	Impact/Value
✓ Complete high level project schedule	Drives the project work
✓ Continue working with teams on individual task structures	Helps define timelines and work estimates

Activities Planned	Impact/Value
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o Obtain Charter Approvals	Provides a roadmap for the Project, approval for costs, scope, schedule, resources. It provides a guide to manage issues, risks, and project constraints. It is the approval to begin project work after the feasibility and initiation work to complete the charter is finished.
o Data sharing strategy and roadmap to complete	Guide to completing the detailed WBS
o Review potential consultant roles for project	Drives the project work with experience resources
o Obtain Charter Approvals	Provides a roadmap for the Project, approval for costs, scope, schedule, resources. It provides a guide to manage issues, risks, and project constraints. It is the approval to begin project work after the feasibility and initiation work to complete the charter is finished.

### Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Complete Project Initialization	July 2011		July 2011
Finalize Project Charter Draft	July 2011	Sept 2011	Aug 2011
Obtain Project Charter Approvals	July 2011	Sept 2011	
Determine Project Timelines	Aug 2011	Sept 2011	
Complete high level resource plan	Aug 2011		Aug 2011
Develop Data Sharing Strategy & Roadmap	Aug 2011	Sept 2011	
Validate Technology Infrastructure	Oct 2011		
Obtain finalized list of Business Services	Oct 2011		
Complete Detailed Proof of Concept (2 full services)	Dec 2011		
Establish INH Foundation & Framework	Dec 2012		
Complete Resource Planning (contract)	Jan 2012		
Set up stewardship for Data Quality & Data Governance	Feb 2012		
Establish INH Foundation & Framework	Mar 2012		
Analyze impacts to Existing Applications (customers) resulting in implementation of the hub	April 2012		
Analyze Synchronization (linkage) and latency needs	June 2012		
Complete Phase 1 – Implement 28 services	June 2012		
Complete Phase 2 – Implement 26 more services	Dec 2012		
Complete Phase 3 – Implement 44 remaining service in support of CMS	May 2013		

## 12.1 Natural to COBOL Conversion

JIS Operational Plan:

Reporting Period thru September 30, 2011

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Dan Belles
<b>Business Area Manager:</b> Jennifer Creighton, Data & Development Manager	<b>Consultant/Contracting Firm:</b> Most Technologies

**Description:** To convert the AOC's mainframe applications using the Natural programming language to COBOL.

**Business Benefit:** The Natural to COBOL conversion provides a number of benefits to the AOC including significant cost savings from reduced licensee fees and the creation of a 3-tier architecture that reduces costs for maintenance and enhancements to code source. It also provides increased system performance and aligns with future state enterprise architectural standards. Finally, it simplifies maintenance coverage, infrastructure support and ISPW (Change Management Application) upgrades.

<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 checked="" type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	<b>Allocated thru September 30, 2011</b>	<b>Expended thru September 30, 2011</b>
	\$ 275,000	\$ 139,750

<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: The project is scheduled to be implemented by April 10, 2012. The Proof of Concept deliverable was completed on August 18th. A Go/No Go recommendation/decision was approved by the Project Sponsor on August 23rd. The second deliverable is a project schedule and the complete conversion inventory which has been prepared by MOST for AOC review. resource requirements have been updated. An Integrated Test Plan has been drafted and is under review. Preparation for the conversion inventory continues. Weekly status meetings with MOST continue. Preparations are under way to install MOST's MF-TEST automated test tool for use by the project test team.

<b>Progress</b>	<p>September 30%</p>	100%
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<b>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 2011	<b>Planned Completion Date:</b> April 2012
	<b>Actual Start Date:</b> April 2011	<b>Actual Completion</b>

Activities Completed	Impact/Value
✓ Continued conversion of Natural entities inventory	Provides conversion of all Natural entities to COBOL
✓ Reviewed baseline project plan and Natural entities inventory received from MOST	Provides schedule to monitor completion of tasks, deliverables, milestones, critical path and overall project health
✓ Drafted Integrated Test Plan completed	Provides overall test strategy
✓ Continued weekly status meetings with MOST	Provides weekly discussion and resolution of tasks, issues, risks, schedule and action items
✓ Continued work on setting up MOST's MF-TEST automated test tool	Provides an automated test tool for conducting unit testing and system integration testing
Activities Planned	Impact/Value
◦ Complete installation of MF-TEST at AOC	Provides an automated test tool for conducting unit testing and system integration testing
◦ Complete work on conversion inventory	Provides complete inventory of natural entities to be converted to COBOL
◦ Complete Integrated Test Plan	Provides overall test strategy
◦ Update Project Risk Log	Provides tracking mechanism for project risks, probability, impact

	and mitigation strategies.
<ul style="list-style-type: none"> <li>Update Baseline project schedule</li> </ul>	Provides status on completion of tasks, deliverables, milestones, critical path and overall project progress.

<b>DB2 Upgrade</b>								
<i>JIS Operational Plan:</i>								
Reporting Period thru September 30, 2011								
<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO				<b>IT Project Manager:</b> Dan Belles				
<b>Business Area Manager:</b> Jennifer Creighton, Data & Development Manager				<b>Consultant/Contracting Firm:</b> n/a				
<b>Description:</b> The AOC uses the IBM database product DB2 to provide a repository for statewide court data. Over time newer versions of DB2 are released and older versions of DB2 become unsupported. In order to maintain proper support of the statewide court data, periodic upgrades of the DB2 product need to be implemented at the AOC.								
<b>Business Benefit:</b> The DB2 v10 Upgrade will bring the AOC database up to current maintenance levels of support and meet the goal of staying on a 2 year upgrade cycle.								
<b>Business Drivers</b>	Improve Decision Making	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	<input type="checkbox"/>	Manage the costs	<input type="checkbox"/>	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>
<b>JISC Approved Budget</b>	Allocated thru September 30, 2011			Allocated thru September 30, 2011				
	(staffed internally)			(staffed internally)				
<b>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	●	<b>Budget</b>	●		
Status Notes: The project is on schedule to meet the projected end date of 12/31/2011. The first phase of migration to production will be in conversion mode. Regression testing was completed on September 23 <sup>rd</sup> . There are no outstanding issues with any applications using DB2v10 at this time. Implementation planning has been completed and is scheduled for October 8, 2011. A two week stabilization period is expected to follow. New feature mode is scheduled for implementation on December 10 <sup>th</sup> .								
<b>Progress</b>	September 65%							100%
<b>Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	X	Execute	<input type="checkbox"/> Close			
<b>Schedule</b>	<b>Planned Start Date:</b> March 2011			<b>Planned Completion Date:</b> December 2011				
	<b>Actual Start Date:</b> March 2011			<b>Actual Completion</b>				
<b>Activities Completed</b>				<b>Impact/Value</b>				
✓ Completed pre-implementation tasks for DSNP, DSND, DB2P, and DB2D				Migrates selected DB2 databases from version 9 to version 10 and prepares them for smoke and regression testing				
✓ Held implementation day planning session				Provides implementation team with information on implementation tasks, resources, roll back strategy and communications on production rollout				
✓ Completed regression testing of all applications impacted by DB2 migration activities – and continue testing DB2A and DSNA sub-systems in CM mode				Includes regression testing all affected applications to verify compatibility with DB2v10 in conversion mode				
✓ Continued regression testing applications that use DB2				Provides verification on application compatibility with DB2 version10				
✓ Completed pre-implementation tasks for DSNP, DSND, DB2P, and DB2D				Migrates selected DB2 databases from version 9 to version 10 and prepares them for smoke and regression testing				
<b>Activities Planned</b>				<b>Impact/Value</b>				

◦ Hold last implementation day planning session	Provides team with updated information on implementation tasks, resources, roll back strategy and communications on production rollout
◦ Implementation of DB2v10 in conversion mode into production	Moves DB2v10 in conversion mode (no new features) into production and allows time for stabilization prior to moving to new feature mode.
◦ Update project schedule, resource requirements and continue Core Team meetings	Project execution, monitoring and control activities to ensure completion of tasks, management of resources, risks and quality
◦ Hold last implementation day planning session	Provides team with updated information on implementation tasks, resources, roll back strategy and communications on production rollout

<b>BizTalk Upgrade</b>					
<i>JIS Operational Plan:</i>					
<b>Reporting Through September 30, 2011</b>					
<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO			<b>IT Project Manager:</b> Bill Burke		
<b>Business Area Manager:</b> Jennifer Creighton, Data & Development Manager			<b>Consultant/Contracting Firm:</b> n/a		
<b>Description:</b> This project will perform the following: <ul style="list-style-type: none"> <li>Deploy new redundant BizTalk servers</li> <li>Upgrade BizTalk 2006 to BizTalk 2010</li> <li>Upgrade SQL Server 2005 to SQL Server 2008R2</li> </ul> <p>This project is intended to be deployed to production prior to the SCOMIS Data Exchange (DX) project so that the new BizTalk programs developed by the SCOMIS DX project can be developed for BizTalk 2010 and will not have to be re-hosted from the BizTalk 2006</p>					
<b>Business Benefit:</b> Provide additional capacity and ensure vendor support for the AOC BizTalk server solution.					
<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 type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>	
<b>JISC Approved Budget</b>		Allocated thru September 30, 2011 (staffed internally)		Allocated thru September 30, 2011 (staffed internally)	
<b>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	▲	<b>Budget</b>
Status Notes: Project is on-hold awaiting resolution of BizTalk server problem where services are shutting down (normal) but not being restarted. Microsoft is engaged in working this issue. Also, coordinating with DIS, WSP & DOL for supporting an integration test.					
<b>Progress</b>		September 90%			
		100%			
<b>Phase</b>		<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
<b>Schedule</b>		<b>Planned Start Date:</b> October 2010		<b>Planned Completion Date:</b> October 2011	
		<b>Actual Start Date:</b> November 2010		<b>Actual Completion</b>	
<b>Activities Completed</b>			<b>Impact/Value</b>		
✓ The Microsoft BizTalk 2010 server patch was installed and tested by the AOC development team. The Microsoft patch resolved the BizTalk 2010 server process restart issue.			This problem needed to be resolved before these servers could be moved to Production.		

<ul style="list-style-type: none"> <li>✓ The AOC is testing the security certificates for the new BizTalk 2010 servers to ensure they have the required attributes. Once this testing has been completed, the project will begin QA testing</li> </ul>	<p>Validate the BizTalk 2010 security certificates have the required attributes.</p>
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>◦ Complete QA testing of the BizTalk 2010 servers,</li> </ul>	<p>Validate BizTalk 2010 servers can support VRV and eTicketing Production applications.</p>
<ul style="list-style-type: none"> <li>◦ Schedule an integrated BizTalk 2010 test with DIS, DOL, DOT &amp; LEA to confirm VRV and eTicketing message routing with these new servers.</li> </ul>	<p>Verify BizTalk message routing.</p>

# CA Clarity Implementation

JIS Operational Plan:

Reporting Period Through September 30, 2011

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO	<b>IT Project Manager:</b> Mike Walsh
<b>Business Area Manager:</b> Bill Cogswell, Associate Director ISD	<b>Consultant/Contracting Firm:</b> TBD

**Description:** AOC requires a process to accurately monitor and measure the costs and performance of IT assets in order to make sound decisions regarding all IT investments. ISD is committed to the implementation of IT Portfolio Management (ITPM) in order to thoroughly document and manage IT assets. Common standards generated by ITPM assist IT Governance (ITG) and the Project Management Office (PMO) to assess the costs, initial and ongoing, as well as the value, anticipated and returned, on single or aggregated assets. The AOC implementation of CA Clarity outcome of the ITPM initiative is a process through which ISD can model its strategic IT decisions and a methodology supporting consistent asset management.

**Business Benefit:** The Clarity implementation will automate manual ITPM and PMO processes and provide a unified, single data source for portfolio management. Using Clarity will provide the AOC Portfolio Manager and PMO with tools to manage AOC's portfolios. These tools include: real time reporting, resource management functions, and document management integration.

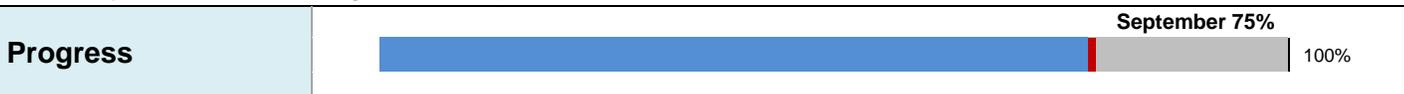
<b>Business Drivers</b>	Improve Decision Making	<input checked="" type="checkbox"/>	Improve Information Access	<input checked="" type="checkbox"/>	Improve Service or efficiency	<input checked="" type="checkbox"/>	Manage Risks	<input checked="" type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	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 June 30, 2011)</b>	<b>Actual (thru June 30, 2011)</b>
	(staffed internally)	(staffed internally)

<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"/>
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Status Notes: The project remains on schedule and on budget.  
 Phase 3 Design and Prototype of the functional screens, portlets, and reports is finished and the Design Functional Specification document has been delivered by WinMill for AOC review. Phase 4 Solution Configuration is in progress and wrapping up, deliverables are expected in October. Phase 5 Acceptance. The Test Plan has been review by WinMill (Jim P) and AOC (Mike Walsh and Tim Anderson) and is approved. The Testing Kickoff meeting is scheduled for Monday Oct. 3<sup>rd</sup>. Training is start the week of October 10<sup>th</sup>.

The Clarity implementation is targeted for completion date is 11/8/2011.



<b>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> February 2011	<b>Planned Completion Date:</b> November 2011
	<b>Actual Start Date:</b> February 2011	<b>Actual Completion</b>

Activities Completed	Impact/Value
✓ Phase 1 – Project Set up and Initiation deliverable approved	The phase 1 deliverable included the Project kickoff meeting, the Project Management Plan, and the Project Schedule.
✓ Phase 2 – Solution Requirements Specification	The phase 2 deliverables includes the initial “out of the box” installation of Clarity in all three environments (Development, Test, and Production). The architectural analysis and approved architectural diagram. The Installation Reports and the Solution Requirements Specifications Document.
Activities Planned	Impact/Value
• Phase 3 – Solution Design, Prototyping, and Functional Testing	Phase 3 deliverables include the Solution Design Functional Specification and the Solution Design Technical Specifications.
◦ Phase 4 – Solution Configuration	Phase 4 deliverables Configured and unit tested AOC version of the Clarity implementation. User Training Materials; on-line help

	web pages (aka CAPA); and the IT Governance Interface.
<ul style="list-style-type: none"><li>Phase 5 – Acceptance Test</li></ul>	Phase 5 deliverables include the Test Plan, Requirements Traceability Matrix and the Test Results Summary.

# Project Status Reports

## Approved Project Status Reports

Superior Court Data Exchange								
<b>Reporting Period Through September 30, 2011</b>								
<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> Mike Davis, Project Management Office Manager				<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). It also work to eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and 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 checked="" 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 June 30, 2011)			Actual (thru June 30, 2011)			
		\$524,600			\$ 13,950			
<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: Sierra Systems price proposal for implementing the Superior Court Data Exchange exceeds JISC funding authorization. AOC project team is engaged to identify opportunities for reducing price.								
<b>Progress</b>	<b>SCDX Increment 1 – 5%</b>					100%		
								
<b>Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close				
<b>Schedule SCDX</b>	<b>Planned Start Date:</b> May 2009			<b>Planned Completion Date:</b> July 2012				
	<b>Actual Start Date:</b> May 2009			<b>Actual Completion Date:</b> TBD				
<b>Schedule Increment 1</b>	<b>Planned Start Date:</b> Aug 2011			<b>Planned Completion Date:</b> Dec 2011				
	<b>Actual Start Date:</b> Aug 2011			<b>Actual Completion Date:</b>				
<b>Activities Completed</b>				<b>Impact/Value</b>				
✓ Sierra Systems delivered the final draft SCDX implementation schedule. This schedule indicates that Sierra Systems expects to complete SCDX Production Increment 1 by the end of 2011.				Identifies Sierra System's overall plan for implementing SCDX Production Increment 1.				
✓ Sierra Systems has released the SCDX Application Design document for AOC review. This document defines the mid-level define for the data exchange. The proposed design still has several gaps that will need to be resolved in the next few weeks associated with Websphere MQ, Security and Logging. A formal review meeting is scheduled for October 4.				Defines the mid-level design for the SCDX.				
✓ The AOC completed the specifications for the Civil Filing and Civil File Update web service. This				Required to ensure any case management record updates initiated by the LINX system is applied to the correct				

completes the specifications for all the SCDX Production Increment 1 web services.	corresponding case management record in SCOMIS/JIS.		
<b>Activities Planned</b>	<b>Impact/Value</b>		
<ul style="list-style-type: none"> <li>Begin using the Sierra Systems schedule to track progress toward completing SCDX Production Increment 1.</li> </ul>			
<ul style="list-style-type: none"> <li>Complete the AOC review of the SCDX Application Design document, based upon the SCDX design presented. Work with Sierra Systems toward resolving the gaps currently in this document.</li> </ul>			
<ul style="list-style-type: none"> <li>Continue working on SCDX web service specifications for remaining web services to be delivered in SCDX Production Increments 2, 3 &amp; 4.</li> </ul>			
<b>Milestones Planned and Accomplished</b>			
<b>Milestone – Increment 1</b>	<b>Original Date</b>	<b>Revised Date</b>	<b>Actual Date</b>
Sign contract with SCDX Development Contractor	8/1/2011	8/29/2011	8/29/2011
SCDX Kick-Off Meeting for Sierra Systems team	8/29/2011	8/29/2011	8/29/2011
LINX – SCDX Coordination Meeting	8/14/2011	8/16/2011	8/16/2011
Final Sierra Systems Project Plan for Production Inc 1	9/30/2011	9/30/2011	9/30/2011
Final Sierra Systems Application Design Documents for Production Increment 1	10/7/2011	10/30/2011	

# Superior Court Case Management System (SC-CMS) RFP

Reporting Period Through September 30, 2011

<b>Executive Sponsor(s)</b> Superior Court Judges Association (SCJA) <i>Judge Laura Inveen, President of Association</i> Washington State Association of County Clerks (WSACC) <i>Betty Gould, President of Association</i> Association of Washington Superior Court Administrators (AWSCA) <i>Frank Maiocco, 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> Mike Davis, Project Management Office Manager

**Description:** The Superior Court Case Management (SC CMS) Project is intended to procure and implement a software application that would meet the business needs of the Superior Courts for managing for case flow functions, calendaring, participant/party information tracking, case records and relevant disposition services functions in support of judicial decision making, scheduling and case management. This project has performance gates beginning with gathering requirements that the courts agree upon for inclusion in the Request For Proposal (RFP) by December 31, 2011. If approved, the project will continue on with procurement by publishing the RFP by the end of Q1, 2012

**Business Benefits:** The Superior Court Case Management (SC CMS) will define requirements for and procure a case management system that (1) is consistent with the business and strategic plans approved by the JISC; (2) follows the JISC guidelines and priorities for IT decision making; (3) modernizes AOC technology; (4) works within planned technology architecture; (5) supports improvements in superior court operations; and (6) provides the opportunity and incentives to retire legacy systems such as SCOMIS.

<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 September 30,2011	Allocated thru September 30,2011
	\$ 4,973,000	\$ 48,300

<b>Current Status</b>	<b>Scope</b>		<b>Schedule</b>		<b>Budget</b>	
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**Status Notes:** The Superior Court Management Feasibility Study (SCMFS) Project was green in scope, schedule and budget. JISC has approved the SC CMS Project to move forward into the Request For Proposal (RFP) development stage. SEE MOTION AS APPROVED IN DETAIL AT END OF THIS STATUS SECTION.

The next stage is now called the Superior Court Case Management System (SC CMS) Project. All project documents – either in draft form or final are posted at: <http://insidecourts.wa.gov> >Judicial Info System (JIS) > Projects as the SC CMS Project Produces them.

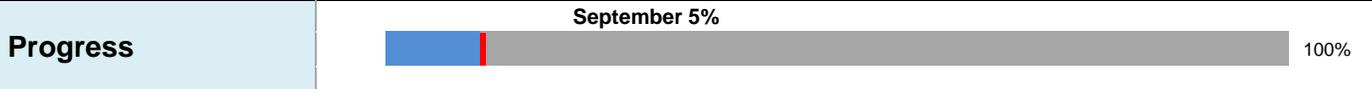
The JISC approved the establishment of a new governing body for the RFP stage, called the SC CMS RFP Steering Committee. It will be made up of a group 3 clerks and a second group of 3 as a combination of Judge/Administrators (one of the last group must be from King Co.). That formation will occur soon, along with the creation of their charter. MTG is working with the project on what it will take to mitigate any risk increases related to this activity (advising the project primarily on addressing what is in scope and roles/responsibilities possibilities - and reducing risk as we work on the requirements.)

**MOTION APPROVED BY JISC SEPTEMBER 9, 2011:**

JISC direct AOC to develop an RFP that would implement the recommendation of MTG Management Consultants, in the Superior Court Case Management Feasibility Study Report, Version 1.3, that AOC acquire, implement, and centrally host a statewide, full-featured, commercial case management system for superior courts, subject to the following conditions:

- A new RFP Steering Committee needs to be formed, with a new charter and structure.
- There will be formal motions for all decisions and detailed minutes of all meetings held.
- The committee will be composed as follows:
  - 3 Clerks
  - 3 Judges/Court Administrators (at least 1 judge and 1 administrator). And of the three, 1 must be from King County.
  - 2 AOC representatives with limited voting ability (State Court Administrator and CIO. No vote on final recommendation.
- There will be a majority Vote (of four) for all decisions.

- The JISC cannot override a “no” vote or a “none of the above” vote from the RFP Steering Committee.
- The JISC can only support or reject a recommendation from the Steering Committee. It cannot adopt a substitute.
- A “none of the above” recommendation from the steering committee on the COTS alternative will result in review of the other feasibility study alternatives without going back through the IT Governance process.
- To meet the requirements of the legislative proviso, the presidents of the Superior Court Judges Association, Association of Washington Superior Court Administrators and the Washington State Association of County Clerks will affirmatively confirm that it meets the needs of their members in the 39 counties before the RFP is issued.
- The intention of the project is that this new CMS will eventually replace SCOMIS in the JIS Portfolio.
- There will be two stoplights in the process to re-evaluate before moving forward:
  1. After the RFP Development (Yes/No) (prior to release of the RFP). A “no” is an acceptable decision and would also be considered a success.
  2. Prior to contract award, if the RFP is issued. A “non-contract award” is an acceptable decision to not go forward.
- There must be recognition that the Data Exchange/Information Networking Hub (INH) must be completed regardless of this project. But, it is not a deliverable of this project.
- There is agreement among the above-named associations that there should be no net increase in the County Clerks’ labor with a new system. Meeting the County Clerks’ needs will be based on results (what needs to be done), not process (the manner in which it is done).
- 95% of King County’s functional requirements must be met.  
King County must be part of the first rollout (first 18 months of the project).



<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> March 2012

Activities Completed	Impact/Value
✓ Send: AOC SCMFS Requirements documentation to King County	Meet deadline for gathering unique King County requirements for Proviso Report.
✓ Attend: SCOMIS JIS Training	Project Management methodology documentation to establish expectations in the areas of Communications and Risk.
✓ Establish project governance	Synchronize AOC efforts between three professional organizations to assemble a representative steering committee for project oversight.
✓ Contract w/ MTG for RFP Phase of Project Completed: September 19-23	Meet approved Phase II minimums; consider additional work as a result of any scope increase.

Activities Planned	Impact/Value
✓ Create a draft SC CMS RFP Steering Committee Charter	Project Management methodology documentation to establish expectations in the area of Project Initiation.
✓ Create SC CMS Project RFP Steering Committee Schedule	Project Management methodology documentation to establish expectations in the area of Project Initiation.
✓ Create New SC CMS Project Communications Plan	Project Management methodology documentation to establish Project Management Plan in the area of Project Planning.
✓ Create SC CMS Project Risk Management Plan	Project Management methodology documentation to establish Project Management Plan in the area of Project Planning.

**Milestones Planned and Accomplished**

Milestone	Original date	Revised Date	Actual Date
<b><i>PHASE I Feasibility Report</i></b>			
Establish project governance bodies	10/01/2010	11/01/2010	11/01/2010
Vendor contract begins	11/1/2010		11/1/2010
Complete project initiation documents (Charter, Plan, Schedule)	11/22/2010	12/29/2010 03/11/2011	12/29/2010

Complete High Level Cost Estimate	12/31/2010	02/11/2011	02/11/2011
Complete High Level Business Requirements Document (Stage 1 - FS)	02/28/2011	Hand-off to MTG: 01/21/2011  Final: 02/28/2011	02/28/2011
Complete High Level Technical Requirements (Stage 1 - FS)	02/28/2011	03/28/2011 Draft	01/20/2011
Complete Requirements Gap Analysis	02/28/2011	03/28/2011 Draft 04/15/2011	06/03/2011/
Complete Migration Strategy	02/28/2011	03/28/2011 Draft 04/225/2011	06/08/2011
Complete Integration Evaluation	02/28/2011	04/07/2011	06/08/2011
Complete Business Requirements Document (Stage 2 – RFP)	03/16/2011	Hand-off to MTG: 03/31/2011  Final: 04/16/2011	06/08/2011
Complete Technical Requirements Document (Stage 2 – RFP)	03/16/2011	03/11/2011	03/11/2011
Complete Refined Cost Estimate	4/30/2011	04/29/2011	06/15/2011
Complete Feasibility Report	04/30/2011	06/24/2011	09/09/2011
<b>PHASE II Procurement RFP</b>			
Procurement RFP	06/30/2011	01/03/2012  Requirements identified by 21/31/2011  Depending upon JISC approval, publish RFP  03/02/2012	
<b>Risks Management</b>			
<b>Risk Events</b>	<b>High/ Medium/ Low</b>	<b>Risk Mitigation</b>	
<b>Common Vision/Shared Destiny.</b> Stakeholder pool has increased – to ensure high quality requirement. Superior Court Customer communications channels have increased exponentially from a factor of 136 (JISC) to 190 (Judge/Admin SMEs) to 528 (addition of Court Clerk SMEs). Need to keep all stakeholders informed and collaborating towards the same result.	H	<ul style="list-style-type: none"> <li>Work at the direction of the JISC</li> <li>Generate detailed Project Communications Management Plan</li> <li>Provide clear communications on project plan</li> <li>Provide process transparency</li> <li>De-mystify options with statements of fact</li> <li>Provide clear recommendations for success</li> <li>LINX Technical Team meeting</li> </ul> CBO meeting with AOC Leadership	
<b>Scope of work update re-clarified; needs prioritizing.</b> For example: Case Creation is integral to overall case mgmt but the former isn't in scope. Additionally, the products are process-focused rather than actor focused. For example, the ability to create or manage a case isn't based on a judge, clerk, or admin. A process-centric view	L	<ul style="list-style-type: none"> <li>UPDATE: JISC has approved scope recommended by the ESC in March (Scope confirmed as including SCOMIS functionality)</li> <li>Involve executive sponsors across the three superior court customers in resolving scope issues</li> <li>Executive Sponsor Committee (ESC) on</li> </ul>	

<p>makes it difficult to separate out functionality by judge &amp; admin to remain within our current scope.</p>		<p>proposed prioritization</p> <ul style="list-style-type: none"> <li>• Enlist clerk, judge, &amp; admin participation &amp; focus on a small set of counties for this study with an emphasis on end-to-end processes</li> </ul>
<p><b>Project Dependencies:</b> SCMFS is directly related to several projects delivering solutions putting pieces of the EA architecture in place. Some of these projects haven't started, others are started but having difficulty, others are in progress: SCDX, INH and JIS Baseline.</p> <p>SCMFS will place parameters around scope of alternatives based on artifacts from other projects that may not have started or are not completed. One project is in contention for resources with SCMFS once it reaches the implementation stage and others are running at lower priorities.</p>	<p>M</p>	<ul style="list-style-type: none"> <li>• Clearly document expected artifacts from dependent projects &amp; gauge reliability of delivering these artifacts so that parameters around SCMFS are solid</li> </ul> <p>Extend the timeline of SCMFS &amp; concentrate efforts to complete dependent projects sooner</p>
<p><b>AOC Roadmap Compatibility:</b> Need EA Strategic Plan and ROM Schedule. 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" application or limited functionality.</p>	<p>L</p>	<ul style="list-style-type: none"> <li>• Ensure that best-few 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.</li> <li>• Document an EA requirement for the SCMFS vendor to consider modular products available for the current scope.</li> </ul>

# ITG #28-JIS Parking Module Update Feasibility Study

Reporting Period Through September 30, 2011

<b>Executive Sponsor(s)</b> Judicial Information System Committee (JISC) District & Municipal Court Management Association (DMCMA) Vonnie Diseth, CIO AOC	<b>IT Project Manager:</b> TBD
	<b>Consultant/Contracting Firm:</b>
	<b>Business Manager</b> Mike Keeling, Operations Manager

**Description:** In response to ITG #28, at the request of JISC, AOC will undergo the investigation of a number of issues raised by the CLJ concerning the inability of the JIS parking system in monitoring parking vehicle related violations, receivables and interfaces. The parking component was developed prior to the advent of red-light and photo-speed camera violations (also known as VRV). Requirements will be gathered and a feasibility study completed to determine the technical nature of the issues and what sort of a technical solution might be applied.

**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 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 checked="" type="checkbox"/>	Increase organizational capability <input type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated through September 30, 2011	Allocated through September 30, 2011
	(Staffed internally)	(Staffed internally)

<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:** The Project Manager Wendy Loewen resigned effective 9/28/2011. A new project manager must be hired.



<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 2011	<b>Planned Completion Date:</b> Oct 2011
	<b>Actual Start Date:</b> April 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>✓ Complete Review with Solutions Architect into final cost analysis for feasibility study draft</li> </ul>	
Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>○ Final review of Feasibility Document with internal team, leadership team</li> </ul>	Provide costing information for alternative solutions to allow customers to make an educated decision on whether or not to proceed with upgrade
<ul style="list-style-type: none"> <li>○ Present findings to Customers</li> </ul>	Go/No Go Decision to continue CLJ-PMM as a project

# ITG #45-Appellate Courts Electronic Document System (EDMS)

Reporting Period Through September 30, 2011

<b>Executive Sponsor(s)</b> Judicial Information System Committee (JISC) District & Municipal Court Management Association (DMCMA) Vonnie Diseth, CIO AOC	<b>IT Project Manager:</b> Bill Burke
	<b>Consultant/Contracting Firm:</b> N/A
	<b>Business Manager</b> Jennifer Creighton, Data Manager

**Description:** The Appellate Courts Electronic Document Management System (EDMS) project will implement a common EDMS for the Appellate Courts (Courts of Appeal and Supreme Court) that will support the following:

- Interface to ACORDS
- Provide a web interface for external Court users and public
- Support eFiling of Court documents
- Implement an automated workflow for processing Court documents.

The project will be completed in the following Phases:  
 Phase 1 – Finalize Appellate Courts EDMS requirements  
 Phase 2 – Release an RFP to select an EDMS Vendor & system  
 Phase 3 – Implement the Appellate Courts EDMS system

The JISC has requested a review of EDMS Vendor costs prior to awarding a contract to an EDMS Vendor.

**Business Benefits:** The project will implement an Appellate Courts EDMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same EDM application(s). Some of the benefits that will be gained are:

- Reduce the need and cost of converting paper documents to electronic documents
- Reduce the cost of storing hard copy official court documents
- Reduce the time of receiving documents through mail or personal delivery
- Reduce the misfiling of documents
- Eliminate staff time for duplicate data entry
- Reduce document distribution costs (mail, UPS, FedEx)
- Ability for cross court sharing/viewing of documents

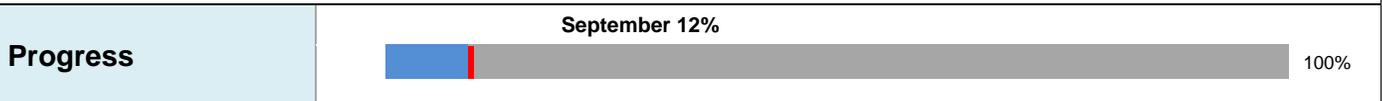
Reduce the time/cost of compiling documents since they will be digitally stored and will be searchable.

<b>Business Drivers</b>	Improve Decision Making <input checked="" 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 checked="" type="checkbox"/>	Increase organizational capability <input checked="" type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated through September 30, 2011	Allocated through September 30, 2011
	\$ 980,000	\$ 0

<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"/>
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**Status Notes:** The Project Manager Wendy Loewen resigned effective 9/28/2011. A new project manager must be hired.



<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> Aug 2011	<b>Planned Completion Date:</b> April 2012
	<b>Actual Start Date:</b> Aug 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
<input checked="" type="checkbox"/> Appellate Court EDMS team is developing business Use Cases to document the Appellate Court EDMS business requirements. These	Define Appellate Court EDMS business requirements using business Use Cases. These Use Cases will be used to validate the EDMS system technical requirements and define the Appellate

<p>business requirements will be used to validate the EDMS technical requirements and will also be used as a basis for Appellate Courts acceptance of the EDMS system. The team has identified an initial (22) business Use Cases that will need to be developed and has completed the initial draft of the first (10) Use Cases.</p>	<p>Courts EDMS acceptance criteria.</p>
<p><b>Activities Planned</b></p>	<p><b>Impact/Value</b></p>
<ul style="list-style-type: none"> <li>Continue working on developing the Appellate Courts EDMS business Use Cases.</li> </ul>	<p>Define Appellate Court EDMS business requirements using business Use Cases. These Use Cases will be used to validate the EDMS system technical requirements and define the Appellate Courts EDMS acceptance criteria.</p>

## Parking Module Enhancement –VRV Data Services##

Reporting Period Through September 30, 2011

<b>Executive Sponsor</b> Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>	<b>IT Project Manager:</b> Michael Walsh
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<b>Business Area Manager</b> Mike Davis, Project Management & Quality Assurance Mgr	<b>Consultant/Contracting Firm:</b> N/A
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**Description:** Vehicle Related Violations (VRV) was designed to automate the input and submittal of parking violations as received by local courts through local enforcement agencies (LEAs). The VRV website provides a service for jurisdictions to get access to the technical information and data needed for them to setup and build data exchanges for use on the jurisdictions side. The AOC has successfully implemented VRV DX solution with Everett Municipal Court and is now preparing to execute the final two planning steps required before making VRV broadly available statewide. The focus of this engagement between CodeSmart Inc. and AOC is to enable VRV Operational Readiness inclusive of performance tuning, infrastructure setup, and transition to ISD Operations for ongoing support and maintenance.

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

<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 September 30, 2011	Allocated thru September 30, 2011
	(Staffed internally)	(Staffed internally)

<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"/>
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Status Notes: The three tier 1 courts (Lakewood, Kirkland, and Issaquah) are now fully engaged in DIS JINDEX on-board activities for an implementation target date of 11/4/2011.

DIS has created a schedule for the their first three JINDEX releases. VRV Tier 1 is part of JINDEX Release group 1. VRV Tier 2 courts (Tacoma, Fife, and Lynnwood) is part of JINDEX release group 3 and is tentatively schedule for January 16, 2012 through March 16, 2012.

DIS has released a tentative release schedule for adding new entities to JINDEX. VRV Tier 1 courts, Lakewood, Issaquah, and Kirkland are part of Release group 1 and activities needed to deploy. Release 1 is underway with a implementation target date of 11/4/2011.

VRV Tier 2 courts, Tacoma, Fife, and Lynnwood, are tentatively scheduled for JINDEX Release Group 3 and is expected to start on 1/16/2012 with a 3/16/2012 implementation target date.



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

<b>Activities Completed</b>	<b>Impact/Value</b>
✓ Assessment Cycle	Tier 1 VRV Courts, Lakewood, Issaquah, and Kirkland, are working directly and are part of the JINDEX Release Group 1.
<b>Activities Planned</b>	<b>Impact/Value</b>

<ul style="list-style-type: none"> <li>◦ JINDEX Phase 3 Connectivity</li> </ul>	<p>Exchange URL and security certificates in order to test the web services connection points.</p>
<ul style="list-style-type: none"> <li>◦ JINDEX Phase 4 Pre-Implementation.</li> </ul>	<p>Document and approved the end to end business rules, along with test cases, needed to complete the web service message routing testing.</p>
<ul style="list-style-type: none"> <li>• JINDEX Phase 5 User Acceptance Testing</li> </ul>	<p>Test the end to end message routing capabilities between the VRV ticket message sending services and the DIS JINDEX message routing service.</p>

# ITG#081 - Adult Risk Assessment STRONG 2 Implementation #

Reporting Period Through September 30, 2011

**Executive Sponsor**  
Executive Steering Committee, Chair Judge O'Conner  
Vonnie Diseth, CIO/Director ISD

**IT Project Manager:**  
Martin Kravik

**Business Area Manager**  
Mike Davis, Project Management & Quality Assurance  
Mgr

**Consultant/Contracting Firm:**  
N/A

**Description:** Develop and implement the static adult risk assessment portion of the WSIPP approved Static Risk and Offender Needs Guide (STRONG) v2 tool. Included in the project is automating scoring using JIS criminal history data and providing an interface to enter out of state criminal history data.

## Business Benefit

- Establishes a standard method for generating adult static risk assessments.
- Creates efficiencies by reducing the time to collect, process, and analyze criminal history data from different sources to help arrive to a release/alternative sentencing decision.
- With the static risk level score, judicial officers can make objective and consistent pre-trial decisions about whether to release or detain an offender.
- The static risk score is the first critical step in establishing a system of offender management based on assessment, targeting evidence based interventions to criminogenic needs, applying case management principles, and a system of tracking program effectiveness.
- Establishes an environment for measuring the results in terms of expected outcomes, effectiveness, impacts, and quality of information.
- Protects public safety by identifying higher risk defendants.
- Reduces the likelihood of biases that might result in disproportionate confinement of minorities or other groups or individuals.
- Improves management of the jail population through pretrial decisions and alternative sentencing.

<b>Business Drivers</b>	Improve Decision Making <input checked="" 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 type="checkbox"/>	Regulatory compliance or mandate <input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated thru September 30, 2011	Allocated thru September 30, 2011
	\$0.00	\$ 0.00

<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: Still working on process to communicate the vision and scope of the project.

<b>Progress</b>	<p>September &gt;5%</p> <p>100%</p>
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<b>Project 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> July 2011	<b>Planned Completion Date:</b> March 2012
	<b>Actual Start Date:</b> July 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ Charter development continues.	Provides authorization for the program scope, approach, costs, schedule, and resources.
✓ Project schedule development continues.	Details deliverables, tasks, task duration, task dependencies, and task resources.
✓ ARA Executive Steering Committee (ESC) is formed. Members include: <ul style="list-style-type: none"> <li>• Judge Kathleen O'Connor (Chair)</li> <li>• Judge Michael Trickey</li> </ul>	Provides executive level oversight of the project to ensure business alignment and provide a forum for executive level issue/risk mitigation, discussion of policy issues, and approve change requests.

<ul style="list-style-type: none"> <li>• Judge Stephen Warning</li> <li>• Judge Chris Wickham</li> <li>• Judge Stephen Brown</li> <li>• Judge Marilyn Paja</li> <li>• Judge Scott Ahlf</li> <li>• Patricia Kohler – DMCMA</li> <li>• Fona Sugg – AWSCA</li> <li>• Vonnie Diseth – AOC ISD Director</li> </ul>	
<ul style="list-style-type: none"> <li>✓ First ARA Executive Steering Committee is scheduled for 10/14/2011.</li> </ul>	Official start of the project.
<ul style="list-style-type: none"> <li>✓ Requirements analysis was started.</li> </ul>	Approved system requirements provide the foundation on which the system is designed, developed, tested, and accepted.
<b>Activities Planned</b>	<b>Impact/Value</b>
<ul style="list-style-type: none"> <li>○ Finish first draft of charter ARA ESC review.</li> </ul>	
<ul style="list-style-type: none"> <li>○ Finalize steering committee. Judge O'Connor is going to petition the DMCJA for their member(s)</li> </ul>	
<ul style="list-style-type: none"> <li>○ Finish first draft of system requirements</li> </ul>	

# ITG #009-Accounting in the Data Warehouse

Reporting Period Through September 30, 2011

<b>Executive Sponsor(s)</b> Data Management Steering Committee, Chair Rich Johnson Vonnie Diseth, CIO AOC	<b>IT Project Manager:</b> Business Area Manager till PM is assigned
	<b>Consultant/Contracting Firm:</b> N/A
	<b>Business Manager</b> Jennifer Creighton, Data Management

**Description:** This project is a result of the approval and prioritization of [IT Governance request 009 \(ITG 09\)](#). This request identified eleven reports that are either unworkable in the mainframe format or are new reports to be created.

**Business Benefits:** These reports will give the courts better tracking of accounting information, better budget and revenue forecasting, new or improved audit and operational reports, and the ability to answer accounting inquiries from other agencies.

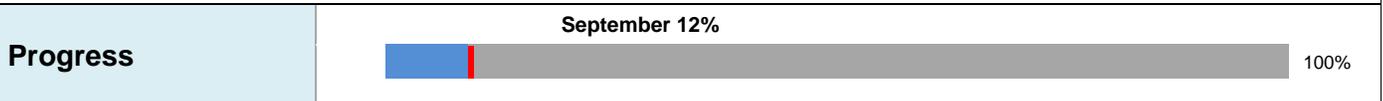
This is a multi-court level request, bringing value to both the Superior Courts and to the Courts of Limited Jurisdiction.

<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	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>

<b>JISC Approved Budget</b>	Allocated through September 30, 2011	Allocated through September 30, 2011
	(Staffed internally)	(Staffed internally)

<b>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	●	<b>Budget</b>	●
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**Status Notes:** The Project Manager Wendy Loewen resigned effective 9/28/2011. A new project manager must be hired.



<b>Project Phase</b>	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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<b>Schedule</b>	<b>Planned Start Date:</b> April 2011	<b>Planned Completion Date:</b> Jan 2013
	<b>Actual Start Date:</b> April 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ Obtained Charter Signature	Obtain Signatures
✓ Accounting project team completed two days of end user accounting training	Gain more knowledge about the accounting systems
✓ Completed first draft of report design specification (RDS) for first report and submitted to work group for comments	Obtain complete user requirements
✓ Completed design and obtained approval for first four source tables (journal voucher, bond, ARs, adjustments)	First step in moving the data to the accounting data mart
✓ Completed first draft design of accounting universe (user view)	First step in creating user interface for reports
Activities Planned	Impact/Value
○ Begin loading JVO, BND, AR, ADJ tables in with production data	Second step in moving the data to the accounting data mart
○ Begin design for next set of required source tables	Prepare for design approval
○ Finalize RDS for report 1	Obtain complete user requirements

# ISD Operational Area Status Reports

## ISD Operational Area Reports

### Operational Area: IT Policy and Planning

Bill Cogswell, ISD Associate Director

Thru September 30, 2011

*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

✓ Published the August Project Portfolio List	Visibility of IT project investments for planning purposes
✓ Published the August Resource Management Reports	Maximize ISD resource utilization
✓ Participated in the Clarity Implementation Project	Automate the ITPM capture, analysis and reporting processes and provide greater visibility of the portfolio for planning and managing investments.
✓ Prepared resource management metrics	Improve ISD's service capabilities
✓ Business Liaisons prepared for and staffed regular and special JISC meetings	Staffing the JISC meeting ensures that the materials for the JISC meetings are prepared, organized and that the agenda and presentations are scheduled according to JISC member input..
✓ Liaisons staffed the IT Governance Court Level User Groups and assisted Endorsing Groups with IT Requests	Facilitating the new IT Governance process and assisting stakeholders with the process helps to ensure that the court community is involved, aware and prioritizing IT requests.
✓ Liaisons worked on the Superior Court Case Management RFP Project and collaborated with stakeholders.	The JISC decided to move forward with requirements gathering for an RFP for the CMS project.
✓ Liaisons completed ISD Monthly Report to the JISC	Providing a monthly report of all ISD activities and project status improves communications with stakeholders and creates transparency and accountability.
✓ Liaisons staffed the JIS Local Case Management System Policy Work Group and the JIS Baseline Services Workgroup teams.	Staffing the workgroups assists the JISC members with scheduling, communications and efficiencies.
✓ Liaisons worked on the Parking Module Modernization Feasibility Study	Communications with stakeholders to ensure that the AOC solution matches the request of the group.
✓ IT Service Delivery continued work on the Transformation Program core team.	Received management agreement to guiding principles for Change, Release, and Configuration Management.
✓ IT Service Delivery attended IT Governance Court Level User Group meetings	Advise members on requests before them and the process.
✓ IT Service Delivery attended IT Governance CLUG meetings	Helping to ensure that requests are understood by the CLUG's and that AOC analysis information is conveyed correctly.

#### Activities Planned

#### Impact/Value

◦ Prepare Annual IT Portfolio Report	Mandate. Visibility of AOC's IT investments
◦ Publish September Resource Management Reports and Project Portfolio List	OCB Project/Resource scheduling and resource management
◦ Continue work on Clarity Implementation Project	Automate the ITPM capture, analysis & reporting processes
◦ Prepare deliverables for the Transformation Program Track	Improve ISD's service capabilities.
◦ Complete ISD Monthly Report to the JISC	Providing a monthly report of all ISD activities and project status improves communications with

	stakeholders and creates transparency and accountability.
<ul style="list-style-type: none"> <li>◦ Continue work with the AOC/JSD on a pilot project for Thurston County for judges to view protection orders.</li> </ul>	This pilot project will provide valuable input to AOC on the viability of implementing a similar solution at a statewide level to allow for all trial courts to view contents of protection orders.
<ul style="list-style-type: none"> <li>◦ Liaisons continue to prepare and plan for the upcoming JISC meetings.</li> </ul>	Staffing the JISC meeting ensures that the materials for the JISC meetings are prepared, organized and that the agenda and presentations are scheduled according to JISC member input.
<ul style="list-style-type: none"> <li>◦ IT Service Delivery will continue to attend IT Governance Court Level User Group meetings</li> </ul>	Advise members on requests before them and the process.

## Operational Area: Architecture & Strategy

*Kumar Yajamanam, Architecture & Strategy Manager*

Through September 30, 2011

*Includes: Enterprise Architecture & Solutions Management and Business Analysts*

**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
✓ Provided Business Analysis support for the Superior Court Data Exchange Project by assisting with the 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.
✓ Enterprise Business Architect (EBA) presented the JIS Baseline Services report to stakeholder groups and court associations.	Feedback from stakeholders will inform as to the appropriateness of the JIS Baseline Services recommendations.
✓ Business Analyst and SA provided on-going support as needed on ITG 45	Research and development of requirements for the developers and test teams.
✓ 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.
✓ Solution Architecture continues to work on solution management initiative.	Once established will provide improved Delivery of ISD solutions.
✓ Assisted with project activities for the Natural to COBOL conversion.	The conversion will result in the reduction of technical diversity and provide an estimated cost savings of 1.4 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)
✓ Developed security recommendations for inclusion in the Transformation project track.	Developed high-level plan for the implementation of an enterprise-class security program. Presented plan to Transformation core team.
✓ Defining and developing business services and business glossary as part of the INH program	The INH will improve standardization of business and technology processes to support systems integration, minimize the impact of changes to applications, provide for sharing of quality data and build a flexible architecture that easily integrates with new applications.
✓ EA team will create final Strategy and Roadmap for the Information Networking Hub (INH.)	The INH Strategy and Roadmap will provide guidance for the INH team in development activities. The Strategy and Roadmap is also required for presentation to the Legislature (Proviso.)
✓ Present security findings to ISD Leadership team and determined beginnings of a security program implementation plan.	Collaborated with management to develop a security plan which matches business needs and risk tolerance.
✓ 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.
✓ Business Analysts 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.
✓ Business Analysts will visit courts to continue gathering requirements and validating current processes for the SCMFS project	Supports the development and implementation of a SC CMS

✓ Business Analysts and SA provided continued support on ITG 28 (Parking and VRV Case Management) by completion of the associated feasibility study.	Completion of feasibility study for ITG 28.
✓ Business Analysts and SA provide continued support on ITG 28 – Parking and VRV Case Management	Research and development of requirements for the developers and test teams.
✓ Provide Solution Architecture support for the COTS preparation initiative.	Provide technical input for the COTS preparation track.
✓ Develop security recommendations for inclusion in the Transformation project track.	Develop high-level plan for the implementation of an enterprise-class security program. Present plan to Transformation core team.
✓ Business Analysts will apply the IBM Rational Doors Administrator and Rational Composer Requirements training to develop business processes for the Business Analyst unit.	Development of business process that will increase efficiency and quality of Business Analyst output.
✓ Business Analysts will create the production environment for the IBM Rational Doors and Rational Composer Requirements tools.	Configuring the tools so they can be used to gather and capture requirements and other system documentation.
✓ Business Analyst and SA will continue to provide on-going support as needed on ITG 45 by developing Use Case diagrams and specification of the associated business processes.	Research and development the requirements for the developers and test teams in support of ITG 45.
✓ Finalize the Solution Architecture Framework documentation and Toolkit.	Defines the Solution Architecture practice, processes and value in relation to the business of AOC. Creates a library of resources/templates with which to produce deliverables in a standard format.
<b>Planned Activities</b>	<b>Business Value</b>
○ EA will make presentation of the JIS Baseline Services report to the JISC at October 7 meeting.	The JIS Baseline Services presentation and report will allow JISC to decide Workgroup recommendations. The JIS Baseline Services model is intended to 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 through the ITG process.
○ Business Analysts will apply the IBM Rational Doors Administrator and Rational Composer Requirements training to develop business processes for the Business Analyst unit.	Development of business process that will increase efficiency and quality of Business Analyst output.
○ Business Analysts will create the production environment for the IBM Rational Doors and Rational Composer Requirements tools.	Configuring the tools so they can be used to gather and capture requirements and other system documentation.
○ Business Analyst to work with King County to finalize their requirements for the SC CMS project	
○ October: Will write processes for the Architecture Review Team meetings.	The ART meetings will provide design, compliance and best practice guidance for AOC projects and other work efforts. Processes written in October will serve as the guiding document for meetings which are planned to begin in January.
○ October: Will re-write the Information Security Plan and present to management.	The Security Plan is AOC's core security document, and details our security standards. This will serve as a guiding document for future security efforts.

<p>✓ EA will make presentation of the JIS Baseline Services report to the JISC at October 7 meeting.</p>	<p>The JIS Baseline Services presentation and report will allow JISC to decide Workgroup recommendations. The JIS Baseline Services model is intended to 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 through the ITG process.</p>
<p>✓ Business Analysts will apply the IBM Rational Doors Administrator and Rational Composer Requirements training to develop business processes for the Business Analyst unit.</p>	<p>Development of business process that will increase efficiency and quality of Business Analyst output.</p>
<p>✓ Business Analysts will create the production environment for the IBM Rational Doors and Rational Composer Requirements tools.</p>	<p>Configuring the tools so they can be used to gather and capture requirements and other system documentation.</p>
<p>✓ Business Analyst to work with King County to finalize their requirements for the SC CMS project</p>	
<p>✓ October: Will write processes for the Architecture Review Team meetings.</p>	<p>The ART meetings will provide design, compliance and best practice guidance for AOC projects and other work efforts. Processes written in October will serve as the guiding document for meetings which are planned to begin in January.</p>
<p>✓ October: Will re-write the Information Security Plan and present to management.</p>	<p>The Security Plan is AOC's core security document, and details our security standards. This will serve as a guiding document for future security efforts.</p>

## Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through September 30, 2011

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

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

Activities Completed	Impact/Value
<ul style="list-style-type: none"> <li>✓ Completed the September 2011 Disaster Recovery test. All expectations were met and are updating documentation with lessons learned...Had a new major milestone with this test by inviting non-AOC staff (Paccar), with comparable skill sets, who were able to follow documentation to restore the z/os servers.</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>✓ All equipment for the JRS Equipment replacement has been ordered and received. Installations are continuing to go well. Two more sites are left.</li> </ul>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>
<ul style="list-style-type: none"> <li>✓ Continue work with DB2 Version 10 System Upgrade. Planned rollout is October 8, 2011. No issues encountered.</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>
<ul style="list-style-type: none"> <li>✓ Install SMON Network Backbone which improves the network connection with Department of Information Services. Waiting for contracts to be executed so we can migrate to the backbone.</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>✓ Continue the Work for FY12 Equipment Replacement. Includes COA 1, COA 2, COA 3 and TOJ PC's. Courts of Limited Jurisdiction Computers and Laptops. Seattle Municipal.</li> </ul>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>
Activities Planned	Impact/Value
<ul style="list-style-type: none"> <li>◦ Continue work for FY12 Equipment Replacement. Includes COA 1, COA 2, COA 3 and TOJ PC's. Courts of Limited Jurisdiction Computers and Laptops. Seattle Municipal.</li> </ul>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>
<ul style="list-style-type: none"> <li>◦ Disaster recover update documentation/procedures for the lessons learned from this test. Set expectations for the next test and start preparations.</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>◦ Connect AOC/JIS to the SMON Network Backbone. Need to execute contract and finalize connection.</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>◦ Finish the 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 October, 2011.</p>

## Operational Area: Data & Development

Jennifer Creighton, Data Management Manager

June 1-11 to June 30 -11

*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.

### NOTES

The Data and Development team's work is being reported through the project reports in this report.

## Operational Area: Operations

*Mike Keeling, Operations Manager*

*Includes: All application units; Web team, Java team, Legacy team, Juvenile & Corrections System team*

**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 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.

June 1-11 to June 30 -11

Activities Completed	Impact/Value
<p>JCS = Juvenile and Corrections System                      ETP = Electronic Ticketing Program                      ITG = Information Technology Governance                      ITIL = Information Technology Infrastructure Library</p>	
<ul style="list-style-type: none"> <li>✓ Web - CF9 Upgrade - Final Phase</li> <li>✓ The final phase for the CF 9 upgrade has been completed. The development server has been rebuilt and unneeded files have been removed. Additionally, as part of the project, error handling and error messages have been standardized.</li> </ul>	<p>Moving to CF 9 will keep our application web server up-to-date and will provide webmaster access to the latest tags and functionality.</p>
<ul style="list-style-type: none"> <li>✓ Web - Help Manuals Site -</li> <li>✓ Development sites have been built for the Help Site. A folder structure (based on that provided by JIS Ed) has been created and each folder has been pre-populated with an index.htm file. The environment is ready for JIS Education to begin work at their discretion.</li> </ul>	<p>JIS Education group is undergoing a project to that will create a new web site that will be used to manage/display help manuals for all applications and court levels.</p>
<ul style="list-style-type: none"> <li>✓ Web -Transfer Bookmarks enhancement</li> <li>✓ Completed</li> </ul>	<p>Enhancement to existing feature, allowing users to easily transfer website bookmarks to another user</p>
<ul style="list-style-type: none"> <li>✓ Web -National Adoption Day web pages</li> <li>✓ Design and review completed</li> </ul>	<p>Help promote the WA State National Adoption Day, by designing and hosting pages for the WA court events.</p>
<ul style="list-style-type: none"> <li>✓ Web -Gender and Justice Commission web site redesign</li> <li>✓ Initial design prepped, presented, feedback gathered</li> </ul>	<p>Improves access to information on Domestic Violence and the Gender and Justice Commission.</p>
<ul style="list-style-type: none"> <li>✓ Web -Penalty Calculator</li> <li>✓ Stakeholder interviews and requirement gathering completed</li> </ul>	<p>Enhancement to existing process for CLJ courts, allowing them to calculate monetary penalties based on various factors.</p>
<ul style="list-style-type: none"> <li>✓ Web - ITG 6 - Court Interpreter Database. The first phase has completed, the profile management and maintenance applications are now available.</li> </ul>	<p>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.</p>
<ul style="list-style-type: none"> <li>✓ Web - Lay Guardianship -</li> <li>✓ Lay Guardian online training is now available on the Washington Courts public website.</li> </ul>	<p>Allows potential Lay Guardians to register online and view the training modules online.</p>
<ul style="list-style-type: none"> <li>✓ Legacy – Responded to 174 Right Now Incidents.</li> </ul>	<p>Each Right Now incident represents a request from a customer either internal or external, therefore 180 customer requests were attended to in the month.</p>
<ul style="list-style-type: none"> <li>✓ Legacy - Modified the Calendar Caseload report for Kitsap County.</li> </ul>	<p>Saves the court time by not requiring them to sort through out-dated data.</p>

<ul style="list-style-type: none"> <li>✓ Legacy – Completed a technical change to correct incorrect syntax in code.</li> </ul>	The code will now properly handle errors and is easier to read allowing for less time spent on the program in future maintenance.
<ul style="list-style-type: none"> <li>✓ Legacy – Modified and released changes to 80 programs to support the DB2v10 upgrade.</li> </ul>	DB2 Version 10 does not support some features that Version 9 supported. These programming changes will allow us to upgrade to Version 10 while continuing to provide the same functionality to customers.
<ul style="list-style-type: none"> <li>✓ Legacy – Implemented one new Remit Group and two new BARS codes to support ESHB 1922</li> </ul>	Allows affected counties to properly assess and track fees associated with the new legislation.
<ul style="list-style-type: none"> <li>✓ Legacy – Corrected a bug on the NCCD screen.</li> </ul>	The NCCD screen now deletes all data associated with the eTicket, so that the eTicket case can be reprocessed in ETP.
<ul style="list-style-type: none"> <li>✓ Legacy – Tested over 700 commands and programs in DB2v10.</li> </ul>	Thorough testing ensures that no customer disruptions will occur as a result of the DB2v10 upgrade.
<ul style="list-style-type: none"> <li>✓ Legacy – Restore case type 07 cases that are currently offline that were filed after 2000.</li> </ul>	Provides WSCCR with easy access to case type 7 information and statistics.
<ul style="list-style-type: none"> <li>✓ JCS – Completed testing and install JCS build 129 in production.</li> </ul>	This release included a significant improvement in the way the JCS system resolves incompatibilities between juvenile charges in SCOMIS and the JCS law table.
<ul style="list-style-type: none"> <li>✓ JCS – completed regression testing of the JCS application for DB2 v 10</li> </ul>	Will insure that there are no interruptions in JCS when the database is migrated to v10.
<ul style="list-style-type: none"> <li>✓ ACORDS – Completed modifications and testing needed to support conversion to DB2 v10</li> </ul>	Will insure that there are no interruptions for ACORDS users when the database is migrated to v10.
<ul style="list-style-type: none"> <li>✓ CAPS – Installed DB2 v10 compatible version in the production environment</li> </ul>	Provides advance preparation for the October database upgrade.
<ul style="list-style-type: none"> <li>✓ JABS – Released version 4.9 which included changes to the order status display, as well as performance improvements and DB2 V10 compatibility upgrades</li> </ul>	Brings JABS up to date with outstanding user requests and infrastructure changes.
<ul style="list-style-type: none"> <li>✓ Web - CF9 Upgrade - Final Phase</li> <li>✓ The final phase for the CF 9 upgrade has been completed. The development server has been rebuilt and unneeded files have been removed. Additionally, as part of the project, error handling and error messages have been standardized.</li> </ul>	Moving to CF 9 will keep our application web server up-to-date and will provide webmaster access to the latest tags and functionality.
<ul style="list-style-type: none"> <li>✓ Web - Help Manuals Site -</li> <li>✓ Development sites have been built for the Help Site. A folder structure (based on that provided by JIS Ed) has been created and each folder has been pre-populated with an index.htm file. The environment is ready for JIS Education to begin work at their discretion.</li> </ul>	JIS Education group is undergoing a project to that will create a new web site that will be used to manage/display help manuals for all applications and court levels.
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<ul style="list-style-type: none"> <li>✓ JCS – Completed testing and install JCS build 129 in production.</li> </ul>	This release included a significant improvement in the way the JCS system resolves incompatibilities between juvenile charges in SCOMIS and the JCS law table.
<ul style="list-style-type: none"> <li>✓ JCS – completed regression testing of the JCS application for DB2 v 10</li> </ul>	Will insure that there are no interruptions in JCS when the database is migrated to v10.
<ul style="list-style-type: none"> <li>✓ ACORDS – Completed modifications and testing needed to support conversion to DB2 v10</li> </ul>	Will insure that there are no interruptions for ACORDS users when the database is migrated to v10.
<ul style="list-style-type: none"> <li>✓ CAPS – Installed DB2 v10 compatible version in the production environment</li> </ul>	Provides advance preparation for the October database upgrade.

<ul style="list-style-type: none"> <li>✓ JABS – Released version 4.9 which included changes to the order status display, as well as performance improvements and DB2 V10 compatibility upgrades</li> </ul>	Brings JABS up to date with outstanding user requests and infrastructure changes.
Planned Activities	Business Value
<ul style="list-style-type: none"> <li>○ Web - Convert CAPS Reports from PDF to Word</li> <li>○ CAPS reports are currently provided in PDF format, but the courts have asked for them in Word.</li> </ul>	Yakima Superior Court is working with a contractor that will be providing them with a new recording system. The recording system can work seamlessly with Word documents, but cannot be used on PDF.
<ul style="list-style-type: none"> <li>○ Web - DOL Electronic Firearms Transfer - Phase 1.</li> <li>○ DOL is requesting that case information for commitments and convictions be provided via a web service. The first phase of this project will verify that AOC can successfully communicate with the DOL server.</li> </ul>	In order to comply with RCW 9.41.047 the AOC is currently providing commitment information to DOL in PDF format and courts are individually sending DOL paper copies of conviction information based on information obtained from Inside Courts. This project will eliminate the need for the courts to send paper copies.
<ul style="list-style-type: none"> <li>○ Web - Gender and Justice Page; RN ticket - 110614-000037.</li> <li>○ Revise and implement pages based on feedback</li> </ul>	Improves access to information on Domestic Violence and the Gender and Justice Commission.
<ul style="list-style-type: none"> <li>○ Web -Penalty Calculator</li> <li>○ Plan to complete coding in Oct.</li> </ul>	Enhancement to existing process for CLJ courts, allowing them to calculate monetary penalties based on various factors.
<ul style="list-style-type: none"> <li>○ Web -Caseload Reports / Maint utility</li> <li>○ Revise caseload reporting process. This will be an ongoing task.</li> </ul>	As currently defined, the business value is twofold, 1) create a utility to support caseload report template changes, and 2) leverage project as a training module for me.
<ul style="list-style-type: none"> <li>○ Web -National Adoption Day web pages</li> <li>○ Web -Build out pages, review, revise</li> </ul>	Help promote the WA State National Adoption Day, by designing and hosting pages for the WA court events.
<ul style="list-style-type: none"> <li>○ Web -Finalize revised header design for WA Courts</li> <li>○ The designs are close, have gathered initial feedback and am working to revise the design</li> </ul>	Provides an updated look and feel for the WA Courts site, without impacting overall site structure or page content.
<ul style="list-style-type: none"> <li>○ Web - ITG 6 - Court Interpreter - Interpreters Continuing Education Units Review requirements for the next phase.</li> </ul>	Allow new reporting process to be every 2 years instead of 1year cycle and allow new business process for the carry over credits for each individual category.
<ul style="list-style-type: none"> <li>○ Web - JIS Invoice Credits; RN 110304-000015 - Review Requirements.</li> </ul>	Will allow debit and credit processing in JIS-Link billing.
<ul style="list-style-type: none"> <li>○ Web - Guardians Continuing Education Units - Review requirements.</li> </ul>	Allow new reporting process to be every 2 years instead of 1year cycle and allow new business process for the carry over credits for each individual category.
<ul style="list-style-type: none"> <li>○ Legacy – Modify Data exchange with the WSBA to accept larger phone extensions.</li> </ul>	Allows for WSBA to send attorney information with longer phone extensions, providing courts with more accurate contact information for attorneys.
<ul style="list-style-type: none"> <li>○ Legacy - Make a second modification to the Kitsap County Calendar Caseload Report..</li> </ul>	Saves the court time by providing them with all required data on the report.
<ul style="list-style-type: none"> <li>○ Legacy – Programming changes to support ESHB 2777.</li> </ul>	Saves the court time by more efficiently tracking DV Pled and Proved cases.
<ul style="list-style-type: none"> <li>○ Legacy – Restore case type 07 cases that are</li> </ul>	Provides WSCCR with easy access to case type 7

currently offline that were filed prior to 2000.	information and statistics.
<ul style="list-style-type: none"> <li>○ JCS – Install JCS Build 130, which will include changes needed to support ESHB 2777, DV Pled and Proved.</li> </ul>	Will allow court staff and prosecutors to more accurately identify cases that are impacted by this legislation.
<ul style="list-style-type: none"> <li>○ JABS – Implement ITG 084, as well as incremental performance improvements</li> </ul>	Removes hyphens from the DL display on the DOL screen.
<ul style="list-style-type: none"> <li>○ ACORDS – Release v72.3 which resolves outstanding issues with letter generation and case transfer between courts</li> </ul>	Provides more complete information on letters generated by the courts and insures that case information transferred between courts is complete.
<ul style="list-style-type: none"> <li>○ WSP Disposition Transfer – Modify to support ESHB 2777</li> </ul>	Provides additional DV Pled and Proved disposition data to WSP.

## Operational Area: Project Management Office & Quality Assurance

Mike Davis, (PMO/ QA Manager)

June 1-11 to June 30 -11

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>Project Work without Monthly Project Reports</b>	
<ul style="list-style-type: none"> <li>✓ The PMO is actively recruiting for 2 new Project Managers and will soon be recruiting for a third which became open when Wendy Loewen resigned on 9/27/11.</li> </ul>	These hires will provide needed capacity to help cover authorized projects. Currently the PMO does not have PM coverage/capacity for the existing projects.
<ul style="list-style-type: none"> <li>✓ The new PMO Scheduler, Marie Constantineau, started work on 10/3/11 and will begin standardizing scheduling and budget tracking while using the new Clarity PPM tool and Microsoft project.</li> </ul>	The PMO Scheduler will mature schedule management and greatly increase the ability of AOC to predict schedule and budget performance so that corrective actions can be taken to deliver the desired results of projects.
<b>Quality Control</b>	
<ul style="list-style-type: none"> <li>◦ Requirements validation and verification for Adult Risk Assessment Project</li> </ul>	A STRONG-based static adult risk assessment application system is developed and implemented at AOC and is available to any Washington State Court wanting to use it.
<ul style="list-style-type: none"> <li>◦ Began user acceptance testing of Clarity</li> </ul>	This provided the ability to track resources and projects within ISD
<ul style="list-style-type: none"> <li>◦ Completed testing JCS builds 130</li> </ul>	
<ul style="list-style-type: none"> <li>◦ Completed testing of defects identified during the JRS upgrade</li> </ul>	This provided the ability to see all daily transactions in the daily receipt records



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Priority	ITG #	Request Name	Status	Approving Authority	JISC Importance
1	002	Superior Court Case Management System	In Progress	JISC	High
2	045	Appellate Courts EDMS	In Progress	JISC	High
3	009	Add Accounting Data to the Data Warehouse	In Progress	JISC	High
4	041	Remove CLJ Archiving and Purge Certain Records	In Progress	JISC	High
5	027	Expanded Seattle Municipal Court Case Data Transfer	Scheduled Feb 2012 – Jan 2013	JISC	High
6	007	SCOMIS Field for CPG	Authorized	JISC	Medium
7	026 & 031	Prioritize Restitution Recipients and Combine True Name and Aliases for Time Pay	Authorized	JISC	Medium
<b>Non-Prioritized Requests</b>					
N/A	081	Implement Static Risk Tool, STRONG 2	In Progress	JISC	High

### Appellate CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	045	Appellate Courts EDMS	In Progress	JISC	High

### Superior CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	007	SCOMIS Field for CPG Number	Authorized	JISC	High
TBD	070	Access Data from the JIS Payment Monitoring Report	Awaiting Authorization	Administrator	
TBD	078 & 111	JRS Transaction Codes for Conference Hearing Fee and Internet Surcharge	In Progress	CIO	
TBD	085	JRS Replacement	Awaiting Authorization	JISC	
TBD	107	PACT Domain 1 Integration	Awaiting Authorization	Administrator	

### Non-Prioritized Requests

N/A	002	Superior Court Case Management System	In Progress	JISC	High
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### Courts of Limited Jurisdiction CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	027	Expanded Seattle Muni Case Data Transfer	Scheduled	JISC	High
2	102	New Case Management System to Replace JIS (DISCIS)	Awaiting Authorization	JISC	High
3	028	Parking Module Modernization	In Progress	CIO	High
4	041	Remove CLJ Archiving & Purge Certain Records	In Progress	JISC	High
5	058	Print Bench Warrants on Plain Paper	In Progress	CIO	High
6	049	Reverse/Transfer Recouped Costs to Jurisdiction	Authorized	CIO	High
7	037	Comments Line on Bench Warrant	In Progress	Administrator	Medium
8	032	Batch Enter Attorney' to Multiple Cases	Authorized	CIO	Medium
9	038	Transfer Code for Judgment Field	Authorized	Administrator	Medium
10	068	Full Print on Docket Public View	Authorized	Administrator	Medium
11	026	Prioritize Restitution Recipients	Authorized	JISC	Medium
12	031	Combine True Name & Aliases for Time Pay	Authorized	JISC	Medium
13	036	Docket Entry When Auto Pay Put On Hold	Not Authorized	CIO	Low
14	035	Time Pay Removal Enhancement	Not Authorized	CIO	Low
15	057	Batch Remove Attorneys to Multiple Cases	Not Authorized	CIO	Low

<b>Multi Court Level CLUG Priorities</b>					
<b>Priority</b>	<b>ITG #</b>	<b>Request Name</b>	<b>Status</b>	<b>Approving Authority</b>	<b>CLUG Importance</b>
1	009	Add Accounting Data to the Data Warehouse	In Progress	JISC	High
2	081	Implement Static Risk Tool, STRONG 2	In Progress	JISC	High
3	029	Enhance JIS Law Table Updates	Not Authorized	JISC	Low
<b>Non-Prioritized Requests</b>					
N/A	003	Imaging and Viewing of Court Documents	Authorized	Administrator	Not Specified
N/A	005	Email/Text Court Date Reminders	Awaiting Authorization	JISC	Not Specified

# 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.*

## IT Governance Request Process – Recommend Step “Scoring Criteria Guide”

	Scoring Criteria	Scoring	Criteria Description and Scoring Guide
1	Business Value	0-10 10=high	Benefits to court client staff / users represented by return on investment, net present value, cost avoidance, cost reduction metrics. 0 = low business value and unclear linkages to JISC priorities, business plan and IT strategy 10 = high business value and strong linkages to JISC priorities, business plan and IT strategy
2	Relative Priority	0-10 10=high	Priority ranking from community of interest. 0 = relatively low priority in relation to other requests 10 = a relatively high priority in relation to other requests
3	Cost	0-5 5=low	Total cost of effort; available funding sources; total cost of ownership. 0 = requires additional funding or complex funding sources (e.g., appropriation, grants, cross-agency funding) 5 = low cost factor – able to accomplish effort with existing or budgeted funding sources
4	Complexity / Level of Effort	0-10 10=low	Total consumption and availability of resources and volume, throughput, type of activity, degree of introduced change, previous/existing successes. 0 = requires additional resources/expertise not available within ISD capacity 10 = low complexity – able to accomplish effort with existing resources; aligns with technology infrastructure and supports enterprise architecture standards
5	Risk	0-5 5=low	Acceptability of Risk level based on risk analyses, and ability to mitigate and/or manage risks (assess both likelihood and level of risk.) 0 = high impact level and likelihood of risk occurring 5 = low impact level and likelihood of risk occurring
6	Breadth of Benefits / Impacts	0-5 5=broad	Supportive of consistent experience across Judicial space, avoidance of adverse consequences and function not previously provided, addressing incomplete functions, extending capture/exchange of data. 0 = Request specific to a narrow scope of a single/few courts or jurisdictions 5 = Broad impact across courts, jurisdictions, or systems.
7	Impact of Doing Nothing	0-5 5= high impact	Cost / Impact of not responding to the request now. 0 = workarounds exist 5 = high negative impact if no response, no workarounds or workarounds not viable
<b>Maximum Score: 50</b>			





IT Governance

# **JISC IT Governance Priority Request Summaries**

**Request ID: 002 – Superior Courts Case Management System**

***Current Status: Requirements and RFP Development In Progress***

**Description:** The project is currently gathering and finalizing requirements and will prepare and publish an RFP.

**Proposed Solution:** AOC will contract with an external vendor to finalize requirements and draft an RFP for a Superior Court Case Management System.

**Endorser:** SCJA | **CLUG:** Superior Court | **CLUG Priority:** Pre-ITG | **JISC Priority:** 1 of 7

**Authorized by:** JISC

**Authorization date:** Aug, 2010

**Request ID: 045 – Appellate Courts EDMS**

***Current Status: Requirements and RFP Development In Progress***

**Description:** The Court of Appeals and the Supreme Court require immediate action to develop and implement a web portal to facilitate electronic filing and an Electronic Document Management System (EDMS) 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.

**Proposed Solution:** AOC is working with the appellate courts to finalize requirements and draft an RFP to procure an EDMS.

**Endorser:** COAEC | **CLUG:** Appellate | **CLUG Priority:** 1 of 1 | **JISC Priority:** 2 of 7

**Authorized by:** JISC | **Authorization date:** Feb 18, 2011

**Request ID: 009 – Add Accounting to the Data Warehouse**

**Current Status: In Progress**

**Description:** The purpose of this request is to move accounting data from the Judicial Information System (JIS) into the EDW. In addition, the request seeks the creation of several reports to meet the needs of both Superior Courts and Courts of Limited Jurisdiction (CLJ).

**Proposed Solution:** The solution the AOC proposes will provide the courts with better tracking of accounting information, enhanced budget and revenue forecasting, and better audit and operational reports. The solution shall provide accounting data in the data warehouse and create canned reports to provide the reporting capabilities specified in this request. The accounting data in the data warehouse would be refreshed at regular intervals, which would be defined during the course of implementing the project. Requirements for the reports would be developed in close collaboration with court staff to ensure that the outcome meets the business needs of the courts.

**Endorser:** DMSC | **CLUG:** Multi-level | **CLUG Priority:** 1 of 3 | **JISC Priority:** 3 of 7  
**Authorized by:** JISC | **Authorization date:** Feb 18, 2011

Resource Requirements		
Group	Hours	Tasks
<b>Court Education</b>	200	Communication and documentation
<b>Data Architect</b>	32	Database design review of 10 tables in operational data store and statewide data repository
<b>Database Administrator</b>	55	Building and loading ODS objects and overall system performance testing
<b>Maintenance (Legacy)</b>	800	Support EDW in analyzing current system and data
<b>Data Warehouse</b>	3,113	Establish accounting data in the EDW and create reports
<b>Quality Assurance</b>	150	Validate functionality
<b>Project Management</b>	800	Oversight and coordination
<b>MSD Fiscal</b>	75	Subject Matter Expertise

**Total Hours:** 5,225 hours

**Total Staff Costs:** \$396,000

**Request ID: 041 – Remove CLJ Archiving and Purge Certain Records**

**Current Status: In Progress**

**Description:** This request seeks to discontinue archiving for all CLJ cases. In addition, it seeks business rule changes for three types of closed, aged CLJ cases.

1. Destroy CLJ probable cause case type records after 3 years
2. Destroy CLJ criminal felony case type records after 3 years
3. Destroy CLJ criminal traffic and non-traffic cases after 10 years, if the case is either dismissed or vacated

**Proposed Solution:** AOC's proposed solution is to create a new destruction process that would review the active tables and identify eligible (closed, aged) cases and destroy them from the active tables, rather than from the inactive (archived) tables.

Currently, the destruction process evaluates cases in the inactive tables, so a case cannot be destroyed if it isn't first archived. This new destruction process would be implemented as a phased approach. The phases would be ordered to allow software developed in the earlier phases to be reused in later phases to facilitate efficient project completion.

**Endorser:** AOC | **CLUG:** CLJ | **CLUG Priority:** 3 of 14 | **JISC Priority:** 5 of 7

**Authorized by:** JISC | **Authorization date:** Feb 18, 2011

**Resource Requirements**

<b>Group</b>	<b>Hours</b>	<b>Tasks</b>
<b>Court Education</b>	100	Training and documentation changes
<b>Business Analysis</b>	165	Confirmation of business requirements
<b>Architecture</b>	50	Produce solution design and conduct oversight
<b>Maintenance (Legacy)</b>	2,920	Coding and testing
<b>Data Warehouse</b>	0	
<b>Quality Assurance</b>	1,000	Testing and validation
<b>Project Management</b>	515	Oversight and coordination
<b>Total Hours: 4,700 hours</b>		<b>Total Staff Costs: \$354,600</b>

**Request ID: 027 – Expanded Seattle Municipal Court Case Data Transfer**

**Current Status: Scheduled for Feb 1, 2012 - Jan 31, 2013**

**Description:** Currently, Seattle Municipal Courts (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.

**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.

**Endorser:** DMCJA | **CLUG:** CLJ | **CLUG Priority:** 1 of 14 | **JISC Priority:** 5 of 7

**Authorized by:** JISC

**Authorization date:** May 6, 2011

Resource Requirements		
Group	Hours	Tasks
<b>Court Education</b>	60	Possible training and documentation changes
<b>Business Analysis</b>	20	Confirmation of business requirements
<b>Architecture</b>	50	Produce solution design and conduct oversight
<b>Maintenance (COBOL, Natural, Java)</b>	800	Develop solution
<b>Data Warehouse</b>	40	Analysis of SMC-AOC data compatibility
<b>Quality Assurance</b>	320	Testing and validation
<b>Project Management</b>	137	Oversight and coordination
<b>Total Hours:</b> 1,427 hours		<b>Total Staff Costs:</b> \$103,952

**Request ID: 007 – SCOMIS Field for CPG**

**Current Status: Authorized but Not Scheduled**

**Description:** Create a field in SCOMIS to allow court staff to enter the Certified Professional Guardian (CPG) number to a case. The benefit would be AOC staff could easily find cases that have specific CPGs as participants.

**Proposed Solution:** AOC proposes to create a new person type for CPG. A CPG would be added as a case participant by entering the CPG number into the system in the same way that attorneys are added by Bar number. A BOXI report would also be created to simplify gathering the data requested. AOC's proposed solution would create a data exchange to load CPG information from the current SQL database into the mainframe. Court staff would enter the CPG Connection Code and the name would populate on the SCOMIS Names Screen. This enhancement would only affect Superior Court Case Type 4 with cause type GDN.

**Endorser:** AOC | **CLUG:** Superior Court | **CLUG Priority:** 2 of 2 | **JISC Priority:** 6 of 7

**Authorized by:** JISC

**Authorization date:** Feb 18, 2011

<b>Resource Requirements</b>		
<b>Group</b>	<b>Hours</b>	<b>Tasks</b>
<b>Court Education</b>	80	Update training and documentation
<b>Business Analysis</b>	40	Gathering and documenting requirements
<b>Architecture</b>	10	
<b>Maintenance (Web)</b>	100	Create data exchange between database and JIS
<b>Maintenance (Legacy)</b>	990	Coding and documentation
<b>Data Architect</b>	15	Data dictionary changes
<b>Date Warehouse</b>	8	Create new report
<b>Quality Assurance</b>	150	Testing and validation
<b>Project Management</b>	278	Planning and coordination
<b>Total Hours:</b> 1,671 hours		<b>Total Staff Costs:</b> \$124,916

**Request ID: 026 – Prioritize Restitution Recipients**

***Current Status: Authorized but Not Scheduled***

**Description:** This request is for an enhancement to JIS to allow courts to prioritize restitution recipients in cases where restitution is owed to multiple victims. The request seeks to maintain the current system as the default whereby any payments are split proportionally amongst the victims.

**Proposed Solution:** AOC proposes to enhance JIS in order to provide the option to prioritize restitution recipients in cases where one or more recipients have a large amount of restitution while other recipients have a very small amount. When ordered courts would be able to assign a higher priority to the recipients of the very small amounts in order to reduce the number of payments the courts must make to these recipients. The Create Accounts Receivable screen would be modified to capture the prioritization information for restitution recipients.

**Endorser:** DMCMA | **CLUG:** CLJ | **CLUG Priority:** 10 of 14 | **JISC Priority:** 7 of 7

**Authorized by:** JISC | **Authorization date:** Feb 18, 2011

**Resource Requirements**

Group	Hours	Tasks
Court Education	80	Update training and documentation
Business Analysis	80	Gathering and documenting requirements
Architecture	10	
Maintenance (Legacy)	640	Coding and documentation
Quality Assurance	150	Testing and validation
<b>Total Hours:</b> 1,010 hours		<b>Total Staff Costs:</b> \$75,440

**And**

**Request ID: 031 – Combine True Names and Aliases for Time Pay**

***Current Status: Authorized but Not Scheduled***

**Description:** This request seeks to enable all Accounts Receivables for a true name and associated aliases to be combined on the TPSE screen. This change will only affect the CLJs.

**Proposed Solution:** AOC proposes to provide the ability to combine ARs from aliases into the true name ARs to create a single Time Pay. When a true name has associated aliases, court staff will be given an opportunity to select which ARs associated with the aliases will be combined into a single Time Pay. This request would impact screens: TPSC, TPSE, and RCP. In addition, Time Pay statements and Time Pay reports would also be affected. AOC anticipates a change to the data schema and a probable data conversion as part of this effort.

**Endorser:** DMCMA | **CLUG:** CLJ | **CLUG Priority:** 11 of 14 | **JISC Priority:** 7 of 7

**Authorized by:** JISC | **Authorization date:** Feb 18, 2011

**Resource Requirements**

Group	Hours	Tasks
Court Education	60	Update training and documentation
Business Analysis	40	Gathering and documenting requirements
Maintenance (Legacy)	700	Coding and documentation
Quality Assurance	240	Testing and validation
<b>Total Hours:</b> 940 hours		<b>Total Staff Costs:</b> \$66,940

**Request ID: 081 – Implement Static Risk Tool, STRONG 2**

**Current Status: In Progress**

**Description:** Based on the outcome of ITG request #012 on Adult Risk Assessment, the Superior Court Judges' Association (SCJA) formally requests that the Administrative Office of the Courts (AOC) implement a static risk assessment tool. The SCJA requests implementation of the Static Risk and Offender Needs Guide, Version 2 (STRONG 2), the static risk assessment tool endorsed by WSIPP.

**Proposed Solution:** The AOC proposes to custom build an application based on the STRONG 2 tool. This application will automatically populate an offender's Washington criminal history from JIS. Any out-of-state criminal convictions would be manually populated. The results of the assessments would be available to judicial officers through the Judicial Access Browser System (JABS).

**Endorser:** SCJA | **CLUG:** Multi-level | **CLUG Priority:** 2 of 3 | **JISC Priority:** N/A

**Authorized by:** JISC | **Authorization date:** Jun 24, 2011

**Resource Requirements**

Group	Hours	Tasks
<b>Court Education</b>	360	Update documentation and training materials
<b>Legal Services</b>	100	Law table development
<b>Business Analysis</b>	40	Requirements development and documentation
<b>Architecture</b>	32	
<b>Maintenance (Java and uniPaaS)</b>	400	Tech analysis/design, coding, documentation, testing
<b>Database Administrator</b>	200	Database modifications
<b>Quality Assurance</b>	140	Testing and validation
<b>Project Management</b>	350	Oversight and coordination
<b>Total Hours:</b> 1,622 hours		<b>Total Staff Costs:</b> \$111,312

# Multi-Jurisdiction Court Business Functions

### 1. Manage Court

- ✘ Financial Policy
- ✘ Court Administration
- ✘ Service Providers
- ✔ Jury

### 2. Manage Entity

- ✔ Person
- ✔ Organization
- ✔ Official
- ✔ Attorney
- ✔ Entity Relationships
- ✔ Entity Search

### 3. Manage Finance

- ✔ Cashiering
- ✘ Accounts
- ✔ Payables
- ✔ Receivables
- ✘ Trust
- ✔ Billing
- ✔ Collections
- ✔ Unclaimed Money

### 4. Manage Case

- ✔ Filing
- ✔ Participants
- ✔ Charges and Issues
- ✔ Docket
- ✔ Disposition
- ✔ Events
- ✔ Case Schedule
- ✔ Compliance Monitoring
- ✔ Case Status
- ✔ Judgment
- ✔ Sentence
- ✔ Orders
- ✔ Opinions
- ✔ Bail/Bond
- ✔ Warrants/FTA's
- ✔ Case Associations
- ✔ Case Search
- ✘ Prosecution

### 5. Manage Non-Case

- ✘ Investigations
- ✔ Referrals
- ✔ Non-Case Events

### 6. Manage Documents

- ✔ Document Generation
- ✔ Document Filing
- ✘ Document Tracking
- ✔ Document Imaging
- ✔ Forms
- ✔ Document Indexing

### 7. Manage Calendar

- ✔ Court Calendar
- ✔ Proceedings
- ✔ Notification
- ✔ Resources

### 8. Manage Programs

- ✔ Guardianship
- ✔ Interpreter
- ✔ Specialty Courts

### 9. Manage Records

- ✔ Record Tracking
- ✘ Exhibits
- ✔ Archiving
- ✔ Destruction
- ✔ Record Search

### Manage Compliance

- ✔ Probation Programs
- ✔ Caseload
- ✔ Social Services
- ✔ Evaluations

### 11. Manage Confinement

- ✔ Population
- ✘ Facility
- ✔ Alternative Programs
- ✘ Jail and JRA

🚩 AOC Central Support Provided

## Technical Support Functions

Version 1.0  
10/25/2011

### Information

- ✔ Data Management
- ✔ Data Warehousing
- ✔ Data Integration
- ✔ Data Quality
- ✔ Reporting
- ✔ Data Sharing

### Application

- ✔ Applications
- ✔ Business Intelligence
- ✔ Web Sites
- ✔ Content Management
- ✔ Work Flow
- ✔ Rules
- ✔ Events
- ✔ Messaging

### Infrastructure

- ✔ Servers
- ✔ System Software
- ✔ Network
- ✔ Data Storage
- ✔ Database
- ✔ Monitoring
- ✔ Recovery and Continuity

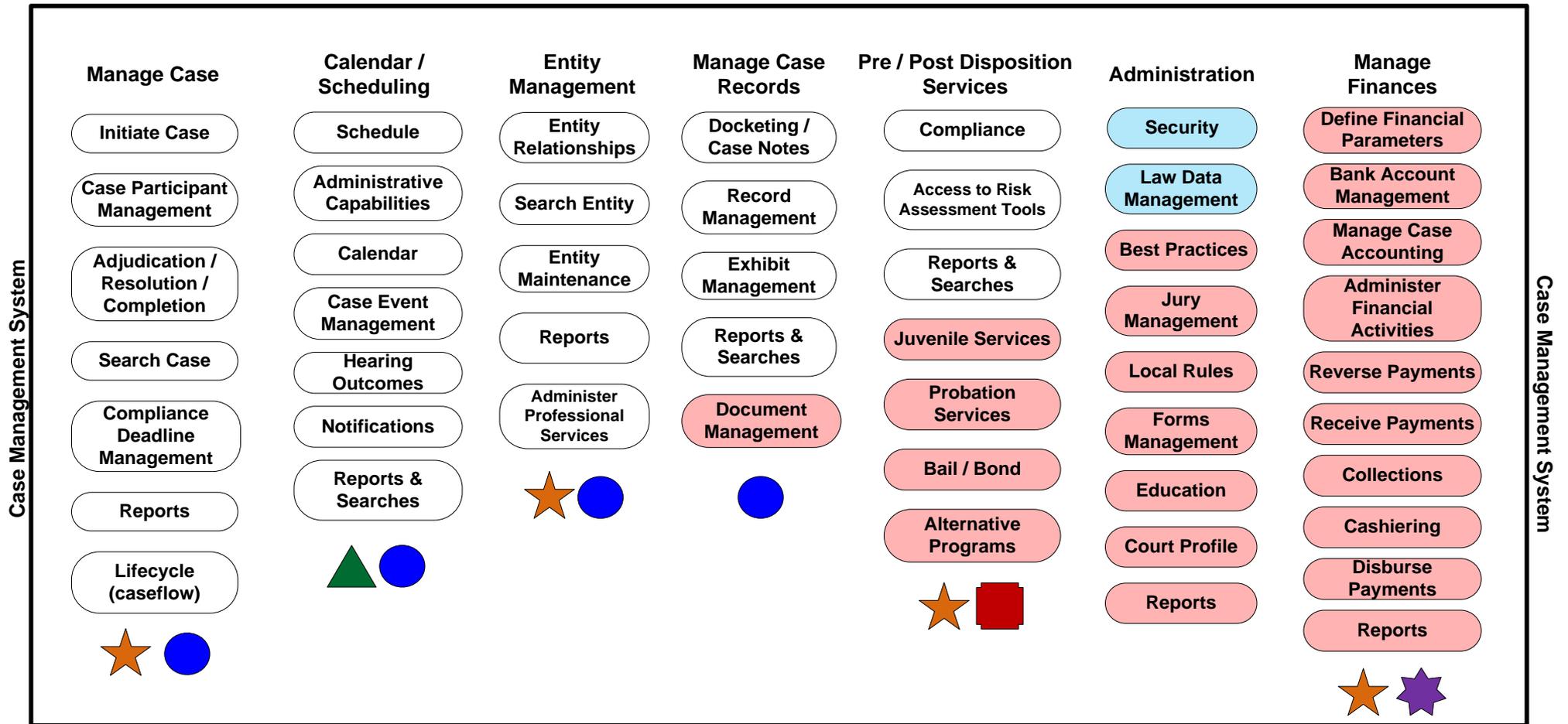
### Security

- ✔ Authentication
- ✔ Authorization
- ✔ Encryption
- ✔ Identity Management
- ✔ Certificates
- ✔ Entitlements and Policies
- ✔ Unified Threat Management

# Superior Court Management Feasibility Study

## SCMFS Scope Diagram - Current JIS Business Functions

### Case Management System



### Case Management System

#### Key

