



# Washington State Administrative Office of the Courts

ISD Transformation

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

June 2012

(Report Period Ending June 30, 2012)



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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

## July 2012

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		CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4	CY12 Q1	CY12 Q2	CY12 Q3
<b>3.0 Capability Improvement – Phase II</b>												
3.4 Implement IT Service Management – change, configure, release	●	Planned										
		Actual										
<b>4.0 Capability Improvement – Phase III</b>												
4.2 Mature Application Development Capability	●	Planned										
		Actual										
<b>7.0 Information Networking Hub (INH)</b>												
7.6 Information Networking Hub (INH)	●	Planned										
		Actual										
<b>Ongoing Activities</b>												
12.2 Natural to COBOL Conversion	⊖	Planned										
		Actual										
12.3 Superior Court Data Exchange	◆	Planned										
		Actual										
BizTalk Upgrade	✓	Planned										
		Actual										
DB2 Upgrade	✓	Planned										
		Actual										
Vehicle Related Violations (VRV)	▲	Planned										
		Actual										
<b>Superior Court CMS (SC-CMS)</b>												
SC-CMS RFP	▲	Planned										
		Actual										
COTS Preparation	●	Planned										
		Actual										
Court Business Office	✓	Planned										
		Actual										
<b>ITG Projects</b>												
ITG #045 Appellate Court Electronic Document Management System (EDMS)	◆	Planned										
		Actual										
ITG #028 CLJ Parking Module Modernization	✓	Planned										
		Actual										
ITG #081 Adult Risk Assessment STRONG 2 Implementation (ARA)	✓	Planned										
		Actual										
ITG #009 Accounting in the Data 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

- Superior Court Case Management System RFP (SC-CMS) (ITG #002)
- Superior Court Data Exchange (SCDX) (ITG #121)
- Add Accounting Data to the Data Warehouse (ITG #009)
- Comments Line on Bench Warrants (ITG #037)\*
- Enhance JIS to allow bench warrants to print on plain paper (ITG #058)\*
- Remove CLJ Archiving and Purge Certain Records (ITG #041)
- ISD Transformation Track
- COTS Preparation Track
- Information Networking Hub Track

*\*ITG Requests #037 and #058 have been delayed and are pending rescheduling.*

### Initiatives or Projects Completed

- Establishment of the Court Business Office
- DB2 Database Upgrade Project

### Initiative or Project Status Changes

- Appellate Courts Electronic Document Management System (ITG #045)

A change of scope for the AC-EDMS project was approved at the June 22, 2012 JISC meeting. Instead of providing additional functionality to ACORDS, the EDMS product will now provide the full functionality of the ACORDS system.

### Staffing Changes in ISD

During the reporting period of June 1 - 30, 2012:

#### **ISD welcomed the following new staff:**

Keith Curry - SC-CMS Deputy Project Manager (6/11/2012)  
Tamra Anderson – Data & Development Manager (6/16/2012)

#### **The following employee left ISD:**

Robin Spisak – Quality Assurance Tester (6/14/2012)

#### **Employees transferring to the SC-CMS Project:**

Shelli Lackey – Organizational Change Manager (6/1/2012)  
Tom Sampson – Business Analyst/Integrator (6/1/2012)  
Kathie Smalley – Administrative Support (6/1/2012)

ISD Staff Recognitions

*Team Recognitions*

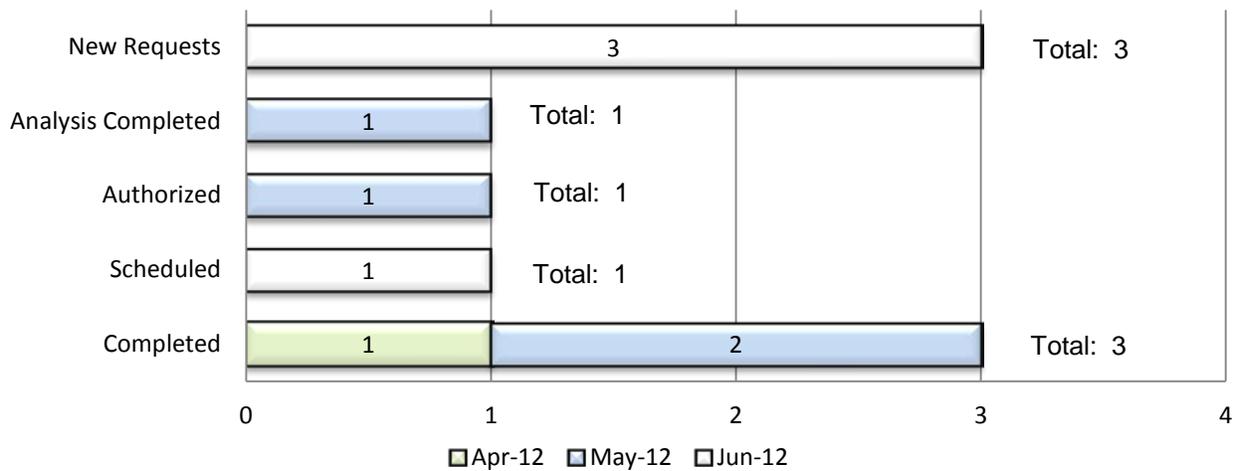
IT Governance Request Status

**Completed JIS IT Requests in June 2012**

No JIS IT Governance requests were completed during this month.

**Status Charts**

**Requests Completing Key Milestones**



**Current Active Requests by:**

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	29
Superior Court Judges Association	3	Data Management Steering Committee	1
Washington State Association of County Clerks	6	Data Dissemination Committee	1
Washington State Association of Juvenile Court Administrators	1	Codes Committee	1
District & Municipal Court Judges Association	3	Administrative Office of the Courts	5

Court Level User Group	
Appellate Court	1
Superior Court	8
Courts of Limited Jurisdiction	19
Multi Court Level	7

## Summary of Activities June 2012

### Transformation Initiative Summary

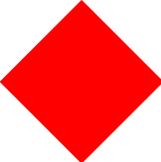
<b>Transformation Program</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ The project schedule is in the process of being revised based on the decision that current processes are sufficient for controlling changes and additional processes aren't required.	The schedule creates the foundation from which to track staff time and progress.
✓ Worked on defining the project scope, goals, objectives and approach.	Establishes a consistent project framework and common understanding of the desired project outcome.
✓ Work continues on the installation of Rational Requirements Composer (RRC).	RRC is the tool that ISD will use to manage enterprise project requirements.
<b>COTS Preparation Program</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Evaluated all "mini-charters" and initial draft of the COTS Prep Charter.	Required to determine objective and deliverable gaps and to clearly define each project.
✓ Determined and documented executive sponsor expectations for the project.	Assures that project activities align with executive sponsor expectations.
✓ The Infrastructure Program Charter has been approved.	The Charter defines the project objectives, deliverables, completion metrics, and schedule and budget estimates required to complete the Initiation Phase.
<b>Information Networking Hub Program (INH)</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Completed development work on the Get ADR Pilot service.	Provides service design templates, factory model (repeatable processes) and pilot services.
✓ Completed design and functional specifications for Pilot Services - Get Person and Get Abstract of Drivers Records (ADR).	Provides design templates and factory model framework for the initial two Pilot services being put into production
✓ Completed Draft Infrastructure and Security Design documents – held review meetings with ISD Infrastructure.	Provides infrastructure and security design for INH solution to provide data in a secure and near real time.
✓ Updated baseline project schedules for middleware services and EDR to reflect current implementation strategy.	Provides baseline schedules showing preliminary tasks, durations, resources and timeline for planning and control.
✓ Continued analysis of INH services requirements to support the SC-CMS Pilot rollout and the Data Quality automation requirements for INH.	Provides information needed to support project activities and objectives.
✓ Began the design work on the Enterprise Data Repository Business Model.	Provides a central INH database to store statewide shared data in a standard format that will be made accessible to courts through data exchanges
<b>Court Business Office (CBO)</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ The project to form the Court Business Office is complete. Dexter Mejia, the CBO Manager, has assumed the day-to-day activities of the office. The project has closed.	The CBO is an internal AOC initiative chartered to organize, start-up, and support the transition to a modern Superior Court case management solution.
<b>DB2 Upgrade</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Project closeout documentation has been prepared and submitted internally for review. This project has been completed and the upgrade is successfully running in the Production environment.	The project brought the AOC database up to current maintenance levels of support.
<b>Vehicle Related Violations (VRV)</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Final adjustments to the support plan are being coordinated between AOC Customer Services and Operations.	Ensures a smooth transition for customers and AOC staff.

## Approved JIS Projects Summary

<b>ITG #121 Superior Court Data Exchange</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ The BizTalk Aggregator Technical Design Document has been approved.	This document defines the BizTalk Grouping design and needs to be approved by the AOC.
✓ SCDX Increment 1 continues to be tested by the AOC Quality Assurance Team. Testing is taking longer than expected due to staff changes within AOC.	Testing is done to identify defects so they may be corrected prior to implementation.
✓ AOC and Sierra Systems have defined a set of QA test tools that should improve testing efficiency.	Reduces the amount of time needed to perform SCDX QA testing.
✓ Increment 4 planning has been completed.	Planning identifies the required resources to move to the Increment 4 development phase.
<b>ITG #002 Superior Court Case Management RFP</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ The Request for Proposal has been approved by the JISC for publication.	Necessary for acquiring vendor product and services.
✓ Core project team staff has been relocated to AOC Building One, 2 <sup>nd</sup> floor.	Creates project team efficiencies and effectiveness.
✓ Clerk demo scripts were drafted and submitted for final review with the Business Analysts.	Provides real-life scripts for vendor demonstrations.
✓ Worked on defining requirements strategy approach.	Prepares the vendor to work with a baseline configuration for the courts.
✓ Finalized the Sole Source Justification for retaining MTG services following the release of the RFP.	Secures MTG's availability to help respond to RFP and Feasibility Study questions.
✓ Scheduled laptops for the vendor demonstrations in October and secured the location for the demonstrations.	Secures the necessary hardware and location for the demonstration.
<b>ITG #045 Appellate Electronic Document Management System (EDMS)</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Continued to document requirements for the Appellate Court EDMS.	These requirements are needed for the Appellate Court EDMS RFP.
✓ Acquired JISC approval to modify the project scope; the EDMS will no longer include an interface to ACORDS but will include all the required ACORDS functionality.	JISC approval of the recommended system design is required because this is a project scope change.
✓ Began drafting the Acquisition Plan.	This plan defines the methodology that will be used for the AC-EDMS acquisition.
<b>ITG #009 Accounting in the Data Warehouse</b>	
<i>Activities</i>	<i>Impact/Value</i>
✓ Completed modifications, table designs, and reviews for multiple reports.	Provides data for requested reports and validates that customer requirements have been met.

## 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						Reporting Period through June 30, 2012						
<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO/ISD Director				<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		Improve Service or efficiency	X	Manage Risks	X				
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate					
<b>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>		●	<b>Budget</b>		●				
Status Notes:												
<b>Progress</b>											100%	
<b>Phase</b>	<input type="checkbox"/> Initiate		<input checked="" type="checkbox"/> Planning		<input checked="" 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>						
✓ The project schedule is in the process of being revised based on the decision that current processes are sufficient for controlling changes and additional processes aren't required.						The schedule creates the foundation from which to track staff time and progress.						
✓ Worked on defining the project scope, goals, objectives and approach.						Establishes a consistent project framework and common understanding of the desired project outcome.						
✓ Work continues on the installation of Rational Requirements Composer (RRC).						RRC is the tool that ISD will use to manage enterprise project requirements.						
✓ Submitted a Change Request to modify the scope of the project.						Reduces the amount of time required for the project; the topics noted in the Change Request are scheduled to be addressed through ISD policies and standards (e.g., organizational change management, change and configuration management, vendor management, enterprise security management and software quality assurance).						
<b>Activities Planned</b>						<b>Impact/Value</b>						
° Revise the project schedule to reflect the removal of						A project schedule published into Clarity provides a baseline to						

change management and a possible upgrade to Jazz 4.0.	track progress and staff time against.
◦ Identify project approach.	Necessary for creating the project schedule by identifying needed activities and tasks.
◦ Engage with IBM on the Jazz platform upgrade.	Reduces the risk of problems when upgrading.
◦ Continue to develop the scope, goals, objectives and approach for the Application Development Management Initiative.	Identifies project tasks and activities which will be used to create the project schedule.

# COTS Preparation Program Track

Reporting Period through June 30, 2012

**Executive Sponsor(s)**  
Vonnie Diseth, CIO/ISD Director

**IT Project Manager:**  
Ron Kappes

**Business Area Manager(s):**  
Dennis Longnecker, Infrastructure Manager  
William Cogswell, Data & Development Manager (Interim)  
Michael Keeling, Operations Manager  
William Cogswell, Associate ISD Director  
Dirk Marler, JSD Director

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

**Description:**  
The COTS Preparation (COTS-P) Program objective is to prepare the AOC JIS environment to support the future transition to a COTS based suite of applications. The Superior Court Case Management System (SC-CMS) Project is expected to be the first COTS based application to be implemented within the AOC JIS. As the first COTS application, the SC-CMS implementation will validate many of the preparation assumptions for supporting future COTS product implementations.

The implementation of the COTS-P Program has been organized into three (3) specific programs categories of sub-project to facilitate effective and efficient planning, management and reporting. The programs are organized as:

- COTS-P Infrastructure Program (Network, Compute and Storage) of six (6) related sub-projects
- COTS-P Application Program (Data Warehouse and Applications) of six (6) related sub-projects
- COTS-P Business Program (Business and Organizational Processes) of one (1) related sub-projects

*Note: The Courts Business Office (CBO) projects, which was originally grouped with the COTS-P, was removed and is now a stand-alone project outside of COTS-P.*

**Business Benefit:**

The COTS-P Program outcome will provide at the project level, the appropriate analysis, design, documentation, acquisitions and implementation of technology and processes within the JIS environment to support the future strategic plan to transition from in-house application development to COTS based products.

The COTS-P program will validate the current and future state of the Infrastructure, Application and Business environments necessary to:

- Position AOC to support future COTS based application implementations
- Directly support the SC-CMS and INH project implementations
- Assure no planning, acquisition and/or implementation duplicity or gaps occur across related projects and initiatives.

<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>Current Status</b>	<b>Scope</b>		<b>Schedule</b>		<b>Budget</b>	
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Status Notes:

- COTS-P Infrastructure Program**
  - **P1 – Network Capacity & Performance Analysis Sub-project**  
*Project is 55% complete and on schedule (execution phase completion target: 7/17/12).*
  - **P2 – Compute/Storage SW Licensing Sub-project (Sub-Project Closed)**  
*Due to the SC-CMS “Turn-Key” requirement, it was determined this project is no longer required and will be closed, pending review of the SC-CMS RFP compute/storage requirements.*
  - **P3 – SC-CMS Service Level Agreement Analysis (SLA) Sub-project**  
*Project is 58% complete and on schedule (execution phase completion target: 7/27/12).*
  - **P4 – SC CMS Disaster Recovery Analysis Sub-project**  
*Project is 10% complete and on schedule (execution phase start target: 6/7/12).*
  - **P5 – Network Future State Sub-project**  
*Project is 10% complete (initiation phase) with the execution phase to start 8/1/12 and complete by 7/2/13.*

- **P6 – Compute/Storage Future State Sub-project**

*Project is 10% complete (initiation phase) with the execution phase to start 12/3/12 and complete by 11/1/13. Project is also under evaluation per P2 “.*

## 2. COTS-P Application Program

Current sub-project challenges is the clarification of project inter-dependencies between SC-CMS, INH and COTS-P App. Meetings have been held to gain a better understanding, with the most recent meeting on 4/24/12. The SC-CMS, INH and COTS-P PMs are developing a document to address the associated risks and issues. The 1<sup>st</sup> draft distribution review of the Application Program Charter is 05/16/2102.

- **P1 – JIS Link Analysis Sub-project**

*A draft Project Scope Statement (PSS) document was provided to MSD (Lynne/Renee) on May 2, 2012 for their review and input. The input review meeting with MSD is scheduled for 5/30/12. Minimum changes are expected and the chartering work for the first draft is expected to also be completed by 06/01/12.*

- **P2 – Data Warehouse Impacts Sub-project**

*Project requirements are under evaluation and will be incorporated into the “Application Program Charter”.*

- **P3 – Existing Systems Impacts Sub-project**

*Project requirements are under evaluation and will be incorporated into the “Application Program Charter”.*

- **P4 – Existing External Data Exchange Impacts Sub-project**

*Project requirements are under evaluation and will be incorporated into the “Application Program Charter”.*

- **P5 – Statewide Report Impacts Sub-project**

*Project requirements are under evaluation and will be incorporated into the “Application Program Charter”.*

- **P6 – SC CMS/INH Database Linkage (Project Change Request to transfer to SC-CMS Project)**

*Project requirements are under evaluation and will be incorporated into the “Application Program Charter”.*

- **P7 – INH/JIS Database Linkage (Project Change Request to transfer to INH Project)**

*Project requirements are under evaluation and will be incorporated into the “Application Program Charter”.*

<b>COTS-P Infrastructure Program Progress:</b>	June - 57%	100%
<b>COTS-P Application Program Progress:</b>	June - 0%	100%

<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> 12/19/11	<b>Planned Completion Date:</b> 11/30/13
	<b>Actual Start Date:</b> 12/19/11	<b>Actual Completion:</b> TBD

Activities Completed	Impact/Value
✓ Identified and documented executive sponsorship expectations.	Required to assure that each project metric aligns with executive sponsorship expectations.
✓ Infrastructure Program Charter has been completed.	Defines all project objectives, deliverables, completion metrics, and budget and schedule metrics required to complete the Initiation Phase.
Activities Planned	Impact/Value
° JIS Link Analysis – Project Scope Statement.	Negotiate and level set the expectations for scope (in/out), objectives, deliverable and roles/responsibilities. This data will be used to frame the sub-project in the Application Program Charter. Only COTS-P sub-project requiring external ISD stakeholder participation.
° Application Program Charter – (15%) development and approval of program charter supporting six sub-projects.	Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the “Initiation Phase” and to start the “Planning Phase”.

# Information Networking Hub (INH) Program Track

Reporting Period through June 30, 2012

<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO/ISD Director	<b>IT Project Manager:</b> Dan Belles
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<b>Business Area Manager:</b> William Cogswell, Data & Development Manager (Interim)	<b>Consultant/Contracting Firm:</b> N/A
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**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 Superior Court Case Management System (SC-CMS), it is also building a foundation for data exchanges with other COTS packages and local court systems.

The INH is the required future state architecture needed to support information exchanges between the JIS central database (new and existing) and local systems. This Project involves a core team of resources with the experience and knowledge of AOC systems, "as is" and the "to be" future state to support the building a robust enterprise architecture capable of exchanging messages from disparate systems with one common messaging standard.

The first phases of the INH project begin with the development of the Foundation components and Pilot Deployment of two services. Initially, the components of the INH will be developed in a sequencing priority based on the needs of the SC-CMS integration, but will continue to build on meeting the needs for other COTS applications and local systems in the future.

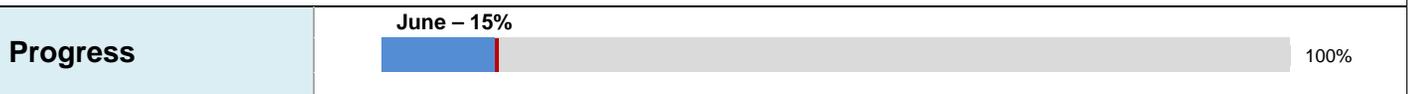
**Business Benefit:**

- Seamless integration of current and future as well as centralized and local applications that provides better customer experience
- Near real-time information exchanges through "publish-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 the ability to deliver new customer requests in a timely manner
- A centrally managed data repository governed by data standards and quality
- A centralized security framework that can meet the needs for ensuring data is secure
- Enhanced customer interfaces to improve productivity, advance decision-making capabilities and aid in access to justice

<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 checked="" type="checkbox"/>	Manage the costs <input type="checkbox"/>	Increase organizational capability <input 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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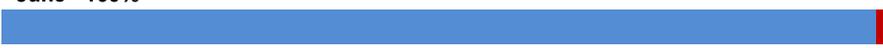
*Following a rebaselining of the project schedule, the planned completion date has changed from December 2012 to June 2014.*



<b>Phase</b>	<input checked="" type="checkbox"/> Initiate	<input checked="" 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> June 2014	
	<b>Actual Start Date:</b> July 2011		<b>Actual Completion:</b> TBD	

Activities Completed	Impact/Value
✓ Completed development work on the Get ADR Pilot service.	Provides service design templates, factory model (repeatable processes) and pilot services.
✓ Completed design and functional specifications for Pilot Services - Get Person and Get Abstract of Drivers	Provides design templates and factory model framework for the initial two Pilot services being put into production

Records (ADR).	
✓ Completed Draft Infrastructure and Security Design documents – held review meetings with ISD Infrastructure.	Provides infrastructure and security design for INH solution to provide data in a secure and near real time.
✓ Updated baseline project schedules for middleware services and EDR to reflect current implementation strategy.	Provides baseline schedules showing preliminary tasks, durations, resources and timeline for planning and control.
✓ Continued analysis of INH services requirements to support the SC-CMS Pilot rollout and the Data Quality automation requirements for INH.	Provides information needed to support project activities and objectives.
✓ Began the design work on the Enterprise Data Repository Business Model.	Provides a central INH database to store statewide shared data in a standard format that will be made accessible to courts through data exchanges
<b>Activities Planned</b>	<b>Impact/Value</b>
◦ Prepare INH presentation for DMSC meeting.	Provides update on INH project to external stakeholders on activities, schedule, future steps, risks and issues. Provides clarification on how INH is inter-related to other AOC projects.
◦ Complete development work on the Get Person Pilot service and move them into QA for testing.	Provides pilot data exchange services for prototyping and service design templates, factory model (repeatable processes).
◦ Continue work on Enterprise Data Repository business data model design.	Provides central storage for statewide shared data within INH.
◦ Update project schedules for Middleware Services and EDR sub projects.	Provides detailed list of tasks, durations, completion dates for managing schedule for both INH sub projects.
◦ Continue work on EDR data quality automation for INH release 2.	Provides data quality standards and cleansing mechanisms for use with the EDR in INH Release 2.
◦ Continue Inter-dependent project (SCDX, INH, SC CMS and COT Prep) coordination meetings.	Provides coordination among inter dependent projects where PMs can share risks, issues and dependent milestones to ensure all projects are working in sync.

Court Business Office (CBO)								
Reporting Period through June 30, 2012								
<b>Executive Sponsor(s)</b> Jeff Hall, State Court Administrator Vonnie Diseth, CIO / ISD Director Dirk Marler, JSD Director				<b>IT Project Manager:</b> Michael Walsh				
<b>Business Area Manager:</b> N/A				<b>Consultant/Contracting Firm:</b> N/A				
<b>Description:</b> The AOC Court Business Operations Center Project is an internal initiative chartered to organize, start up, and support AOC's transition to a modern Superior Court case management solution.								
<b>Business Benefit:</b> Take advantage of opportunities for common statewide configurations that are a result of bringing the Superior Court Case Management System (SC-CMS) online.								
<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>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	●	<b>Budget</b>	●		
Dexter Mejia is now the CBO Manager. The team is working towards preparing the Court User Work Group formulation for presentation at the 6/22 JISC meeting.								
Now that the CBO is in place and headed by the CBO Manager, the deliverables created during the project will be turned over as artifacts for CBO Operations to maintain.								
<b>Progress</b>	<div style="text-align: center;"> <b>June - 100%</b>   <span style="float: right;">100%</span> </div>							
<b>Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input checked="" type="checkbox"/> Close				
<b>Schedule</b>	<b>Planned Start Date:</b> December 2011			<b>Planned Completion Date:</b> June 2012				
	<b>Actual Start Date:</b> December 2011			<b>Actual Completion Date:</b> June 2012				
<b>Activities Completed</b>				<b>Impact/Value</b>				
✓ The project to form the Court Business Office is complete. Dexter Mejia, the CBO Manager, has assumed the day-to-day activities of the office. The project has closed.				The CBO is an internal AOC initiative chartered to organize, start-up, and support the transition to a modern Superior Court case management solution.				

DB2 Upgrade									
Reporting Period through June 30, 2012									
<b>Executive Sponsor(s)</b> Vonnie Diseth, CIO/ISD Director			<b>IT Project Manager:</b> Sree Sundaram						
<b>Business Area Manager:</b> Dennis Longnecker, Infrastructure 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>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	●	<b>Budget</b>	●			
Status Notes: New features of DB2v10 are being tested in the Test region									
<b>Progress</b>	<div style="text-align: right; margin-right: 20px;">June - 100%</div>  <div style="float: right;">100%</div>								
<b>Phase</b>	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input checked="" type="checkbox"/> Close					
<b>Schedule</b>	<b>Planned Start Date:</b> March 2011			<b>Planned Completion Date:</b> December 2011					
	<b>Actual Start Date:</b> March 2011			<b>Actual Completion:</b> June 2012					
<b>Activities Completed</b>					<b>Impact/Value</b>				
✓ Project closeout documentation has been prepared and submitted internally for review. This project has been completed and the upgrade is successfully running in the Production environment.					The project brought the AOC database up to current maintenance levels of support.				

# Vehicle Related Violations (VRV) Operational Readiness

Reporting Period through June 30, 2012

<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> William Cogswell, Data & Development Manager (Interim)	<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 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>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	▲	<b>Budget</b>	●
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**Status Note:** The Department of Enterprise Services conducted a JINDEX kick-off meeting on June 20<sup>th</sup> for the Tier 2 group. A tentative schedule was distributed and the on-boarding partners are engaged in working to meet the schedule. JINDEX on-boarding testing is scheduled for July 16, followed by the production readiness approval on July 18.



<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> March 2010	<b>Planned Completion Date:</b> August 2012
	<b>Actual Start Date:</b> March 2010	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ Finalizing the Maintenance Transition Plan.	Ensures a smooth transition for customers and AOC staff.
✓ Began Tier 2 on-boarding.	Tacoma, Fife, and Lynnwood web service providers are completing JINDEX connectivity tasks.
Activities Planned	Impact/Value
◦ Conduct JINDEX QA testing and production state readiness assessment.	Once completed Tier 2 partners have the green light to complete VRV functional end-to-end testing and user acceptance.
◦ Start processing VRVs for Tacoma, Fife, Lynnwood.	This would complete the on-boarding activities for Tier 2 and project activities for the VRV project.

## Approved Project Status Reports

ITG #121 Superior Court Data Exchange								
						Reporting Period Through June 30, 2012		
<b>Executive Sponsor(s)</b> Data Management Steering Committee <i>Rich Johnson, Chair of Committee</i>			<b>IT Project Manager:</b> Michael Walsh (360) 705-5245 Michael.walsh@courts.wa.gov					
<b>Business Manager:</b> Tamra Anderson, Data and Development Manager			<b>Consultant/Contracting Firm:</b> Sierra/Codesmart					
<b>Description:</b> The Superior Court Data Exchange project will deploy a Data Exchange that will enable all local court Case Management Systems to access the Superior Court Management Information System (SCOMIS) services via a web interface using a standard web messaging format. The project scope consists of deploying (63) web services that will be available to all local court Case Management Systems.								
<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	X	Improve Information Access	X	Improve Service or efficiency	X	Manage Risks	<input type="checkbox"/>
	Maintain the business	<input type="checkbox"/>	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>
<b>Current Status</b>	<b>Scope</b>	<span style="color: green;">●</span>	<b>Schedule</b>	<span style="color: red;">◆</span>	<b>Budget</b>	<span style="color: green;">●</span>		
<b>Status Notes:</b>								
<ul style="list-style-type: none"> <li><b>Increment 1</b> - SCDX Production Increment 1 is 8 weeks behind schedule. Development, testing and AOC validation took longer than planned. SCDX QA testing complete, defects reported and fixed, QA regression testing in progress.</li> <li><b>Increment 2</b> - SCDX web service delivery on schedule; 19/19 Web Services delivered. QA testing behind schedule. Adding testing resources and efficiency utilities to mitigate risk.</li> <li><b>Increment 3</b> - SCDX web services delivery on schedule; 4/12 web services delivered. QA testing scheduled to start 7/18 (At risk).</li> <li><b>Increment 4</b> - Contract amendment in progress. Development scheduled to start 8/1/2012. AOC web service delivery is on schedule. First 2 of 13 web services are expected by Aug 1st.</li> <li>Insufficient AOC QA team test resources are impacting the delivery of Increment 1. AOC is working to fill a vacant QA team test position; an RFQ was released for contract testers on June 22.</li> </ul>								
<b>Progress</b>	<div style="text-align: center;">June – 60%</div> <div style="text-align: center;"> </div>							
<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>Original Start Date:</b> 1/2/2011			<b>Original Completion Date:</b> 7/1/2012				
	<b>Planned Start Date:</b> 1/2/2011			<b>Planned Completion Date:</b> 2/28/2013				
	<b>Actual Start Date:</b> 1/2/2011			<b>Actual Completion Date:</b>				
<b>Schedule Increment 1</b>	<b>Original Start Date:</b> 8/29/2011			<b>Original Completion Date:</b> 1/31/2012				
	<b>Planned Start Date:</b> 8/29/2011			<b>Planned Completion Date:</b> 7/31/2012				
	<b>Actual Start Date:</b> 8/29/2011			<b>Actual Completion Date:</b>				
<b>Schedule Increment 2</b>	<b>Original Start Date:</b> 1/2/2012			<b>Original Completion Date:</b> 3/30/2012				
	<b>Planned Start Date:</b> 2/1/2012			<b>Planned Completion Date:</b> 6/20/2012				
	<b>Actual Start Date:</b> 2/1/2012			<b>Actual Completion Date:</b>				

<b>Schedule Increment 3</b>	<b>Original Start Date:</b> 6/12/2012	<b>Original Completion Date:</b> 11/2/2012	
	<b>Planned Start Date:</b> 6/12/2012	<b>Planned Completion Date:</b> 11/2/2012	
	<b>Actual Start Date:</b> 6/12/2012	<b>Actual Completion Date:</b>	
<b>Activities Completed</b>		<b>Impact/Value</b>	
✓ BizTalk Aggregator Technical Design Document for Increment 2 was approved.		This document defines the BizTalk Grouping design and was approved by the AOC.	
✓ Testing continues on Increment 1.		Identifies software defects.	
✓ Reduced time needed for testing through the use of QA test tool enhancements defined by Sierra and AOC.		These test tool enhancements will reduce the time needed to perform SCDX QA testing.	
✓ Increment 4 planning has been completed.		This will be used as input to the JISC Decision Package to requested funding for SCDX Increment 4 development.	
<b>Activities Planned</b>		<b>Impact/Value</b>	
◦ The AOC QA team will continue testing SCDX Increment 1 web services.		These are formal tests by the AOC to confirm that SCDX Increment 1 meets the AOC documented requirements.	
◦ Re-run the SCDX performance tests in the AOC QA environment.		Provide an estimate of the SCDX performance that can be expected in production.	
◦ Deliver the remaining web services for Increment 3.		Commitment by the contract with Sierra Systems	
◦ Begin QA testing web services delivered as part of increment 2.		These are formal tests by the AOC to confirm that SCDX Increment 1 meets the AOC documented requirements.	
◦ Implement testing utilities.		Improved testing process efficiencies and mitigate test schedule risks.	
◦ Add additional testing resources.		Contract staff to augment testing team and mitigate test schedule risks.	
<b>Milestones Planned and Accomplished</b>			
<b>Milestone</b>	<b>Original Date</b>	<b>Revised Date</b>	<b>Actual Date</b>
Complete SCDX Increment 2 Development	5/1/2012	6/8/2012	6/8/2012
SCDX Production Increment 1 Complete	1/31/2012	7/31/2012	
Complete SCDX Increment 2	6/20/2012	9/30/2012	
Start SCDX Increment 3	6/12/12		6/12/12
Complete SCDX Increment 3	8/24/2012		
Start SCDX Increment 4	8/1/2012		
Complete SCDX Increment 4	12/12/2012		

# ITG #002 Superior Court Case Management System (SC-CMS) RFP

Reporting Period through June 30, 2012

**Executive Sponsor(s)**  
*Judge Laura Inveen, President*  
 Superior Court Judges Association (SCJA)

*Betty Gould, President*  
 Washington State Association of County Clerks (WSACC)

*Jeff Amram, President*  
 Association of Washington Superior Court Administrators (AWSCA)

**IT Project Manager:**  
 Maribeth Sapinoso, PMP

**IT Deputy Project Manager:**  
 Keith Curry

**Consultant/Contracting Firm:**  
 MTG (Management Technology Group)

**Business Manager**  
 Vonnie Diseth, AOC- CIO/ISD Director  
 Dirk Marler, AOC-JSD Director

**Description:** The Superior Court Case Management System (SC-CMS) Project is intended to procure and implement a software application that will enable the AOC to support the business functions of state superior courts and county clerks by acquiring and deploying a Superior Court Case Management System to all 39 Superior Courts in the state. The SC-CMS will specifically support calendaring and caseflow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

**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.

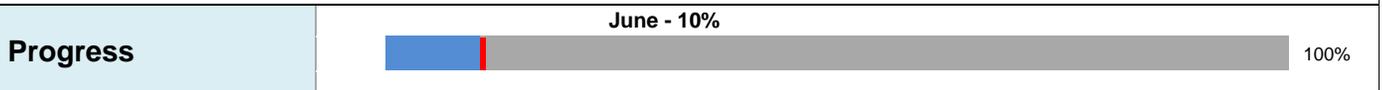
<b>Business Drivers</b>	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input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

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

This project is currently in Phase I, RFP Development and System Acquisition. The planned and completed activities listed in this report are intended to support the following deliverables to support this phase or to support upcoming phases for this project:

- Plan and implement the procurement of a contractor to develop the Request for Proposal (RFP with an accompanying evaluation process and evaluation criteria for a new case management system.
- Complete processes and agreements required with the Attorney General's Office (AGO) to obtain the services of a Special Assistant Attorney General with expertise in negotiating contracts for the acquisition of complex information technology systems.
- Plan, implement and procure a contract for an independent and external Quality Assurance Professional.
- Develop the necessary business and technical requirements to be included in the RFP.
- Collaborate with the SC-CMS Project RFP Steering Committee to oversee the RFP development, acquisition process, review the past work performance of Vendors via on-site visits and contract finalization.



<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> September 2011	<b>Planned Completion Date:</b> July 2018
	<b>Actual Start Date:</b> September 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ Project schedule was reviewed and updated.	Provides accurate and up to date progress or project activities and tasks.
✓ JISC approved RFP published June 22, 2012.	Begins two month process timeframe for having the Vendor respond to the RFP by end of August.

✓ Business Analysts captured demonstration script scenarios with County Clerks.	Prepares for Vendor Demonstration and Agenda.
✓ Communication Plan drafted and reviewed by Bluecrane, OCM Team and Project Manager.	Outlines project's approach to managing communications and the exchange of information among project stakeholders and project team members.
✓ OCM lead prepared the initial draft of the OCM Plan and review by Bluecrane is completed.	Assess organizational risks around the SC-CMS effort, identify workforce and organizational impacts, develop clear and timely communications to project stakeholders, and determine the change readiness of the workplace and workforce.
✓ CBO Manager developed Project Brand and review by OCM Team completed.	Provides a known and consistent recognition of project documents, communication, information through image and identity.
✓ OCM Lead prepared the initial draft of the Project Newsletter (intended for AOC Staff) for feedback.	Communicates project status and activities and promotes AOC engagement.
✓ Deputy PM prepared the initial draft of the Deliverables Management Plan.	Calls for project planning and monitoring to be achieved by what is produced rather than by subjective opinion of project status.
✓ CBO Manager completed the Deliverable Expectation Document (DED) walkthrough for the Requirements Management Plan.	Outlines the guidelines for creating requirements documents, types and attributes of requirements to be included in such documents, as well as the processes for change control and requirements traceability.
<b>Activities Planned</b>	<b>Impact/Value</b>
◦ Project Scheduler continues to track and update project schedule as required, includes incorporating CBO effort, expanding BA/Requirements work, OCM work and begin development of Phase II.	Keep project schedule current, activities, and dates relevant.
◦ Project Scheduler continues to develop the Inter Project Dependency (SC-CMS, INH, COTS-P) schedule and report	Monitors and tracks impacts and risks to deliverables/milestones between the three project's interdependencies.
◦ Project Scheduler will prepare the initial draft of a Schedule Management Plan.	Determines the criteria for developing and maintaining the actual project schedule, and represents a subsidiary of the project management as a whole
◦ Deputy PM will continue to draft the documentation of the overall governance structure for the SC-CMS project.	Satisfies the request and action item from the June 22 JISC meeting.
◦ The Technical Lead will draft the technical script scenarios for the Tier I and Tier II AOC and local court technical staff and JSD evaluation teams for review in August.	Prepares vendor for addressing the technical concerns and questions at the vendor demonstration.
◦ Business Analysts will forward Clerks' demonstration script scenarios to Court Administrators and Superior Court Judges.	Prepares for Vendor Demonstration and Agenda.
◦ Business Analysts will document the data necessary to run the scenarios and identify sources for data, e.g., court cases.	Historical tracking and traceability of requirements.
◦ OCM lead will finalize Communication Plan and prepare for necessary signature.	Outlines project's approach to managing communications and the exchange of information among project stakeholders and project team members.
◦ OCM Team will complete the review of the Organizational Change Management (OCM) Plan.	Assess organizational risks around the SC-CMS effort, identify workforce and organizational impacts, develop clear and timely communications to project stakeholders, and determine the change readiness of the workplace and workforce.
◦ Deputy PM will finalize Deliverables Management Plan.	Calls for project planning and monitoring to be achieved by what is produced rather than by subjective opinion of project status.
◦ OCM lead will obtain required signatures/approval for Project Brand.	Provides a known and consistent recognition of project documents, communication, information through image and identity.
◦ OCM lead will draft executive, staff and court stakeholder talking points.	Provides consistent messaging for the project to internal and external stakeholders.
◦ OCM will publish internal Project Newsletter.	Communicates project status and activities and promotes AOC engagement.
◦ Deputy PM will prepare initial draft documents or Deliverable Expectation Document (DED) for the Project Management Plan: ◦ Project Risk Management Plan ◦ Project Issue Management Plan	Defines how the project is executed, monitored and controlled.

° Project Change Management Plan			
° CBO Manager will finalize a draft Court User Workgroup (CUWG) project charter for the RFP Steering Committee's review.	Per JISC request that the CUWG charter be vetted with the remaining details and the makeup of this workgroup with this committee before seeking required agreements and approvals.		
° RFP Coordinator will file a RFP amendment to reflect changes in the Acquisition Schedule and logistic of the Pre-Proposal Conference.	Communicates changes to the RFP to the vendor community for up to date/current information.		
° RFP Coordinator, PM, and MTG will participate in the Pre-Proposal Vendor Conference scheduled for July 11, 2012 at the AOC office.	Opportunity for all prospective Vendors to request clarification or additional information necessary to assess the project and prepare a proposal.		
° RFP Coordinator will prepare the distribution of the NCIC forms for the Tier I and Tier II evaluators.	Required Non-Conflict of Interest/Confidentiality form for reviewing Vendors' RFP proposals.		
° OCM lead will draft and the external Project newsletter for OCM team to review.	Communicates project status and activities and promotes court community engagement.		
° PM, CBO Manager and OCM lead will meet, via conference call, with the Indiana Project Manager that helped implement their statewide CMS system to ask questions about methods for selecting their pilot court and approach for establishing their baseline configuration.	Opportunity to gain insight into another decentralized court's statewide implementation and lessons learned.		
° PM continues to facilitate weekly Steering Committee Meetings, Project Team meetings, and Technical Team meetings and any ad-hoc project related meetings as necessary.	Keeps project team and stakeholders informed and updated of project activities and helps addresses and project related issues/concerns.		
° PM, Deputy PM, and OCM lead continue to participate in the weekly CBO meetings.	Ensures CBO's objectives are aligned with the project.		
° PM continue to meet weekly (2:1) with Project Sponsors: Vonnie and Dirk	Update progress and concerns with project sponsor.		
° PM continue to meet 1:1 with CBO Manager	Ensures both PM and CBO Manager are in sync with deliverables and goals of the project and provides opportunity to address and discuss project concerns, risks, and issues between the project and the CBO.		
<b>Milestones Planned and Accomplished</b>			
<b>Milestone</b>	<b>Original Date</b>	<b>Revised Date</b>	<b>Actual Date or Status</b>
Independent QA Begins	3/1/2012	3/12/2012	3/21/2012
Acquisition Plan Finalized	3/16/2012	4/30/2012	5/15/2012
Initial Draft of RFP Finalized	3/22/2012	5/25/2012	3/27/2012
RFP Steering Committee Approves RFP Final Draft	4/8/2012	5/29/2012	6/5/2012
JISC Begin Review of RFP	4/19/2012	6/6/2012	JISC RFP Briefings: Jun 13 or Jun 14 9-12pm or 1-4pm
JISC RFP Go/No Go Decision	3/2/2012	6/22/2012	GO 6/22/2012
RFP Published	4/19/2012	6/22/2012	6/22/2012
Response Evaluations Completed	9/14/2012	9/14/2012	
Vendor Demos Completed	10/19/2012	10/19/2012	
Onsite Visits Completed	12/7/2012	12/7/2012	
Notify ASV & Non-Awarded Vendors	1/22/2013	1/22/2013	
Selected Vendor Begins	4/15/2013	4/15/2013	

# ITG #045 Appellate Courts Electronic Document System (EDMS)

Reporting Period through June 30, 2012

<b>Executive Sponsor(s)</b> Appellate Courts Steering Committee Justice Debra Stevens, Committee Chair Vonnie Diseth, CIO/ISD Director	<b>IT Project Manager:</b> Bill Burke (360) 704-4024 bill.burke@courts.wa.gov
	<b>Consultant/Contracting Firm:</b> N/A
	<b>Business Area Manager</b> Tamra Anderson, Data and Development 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 JISC has requested a review of EDMS Vendor costs prior to awarding a contract to an EDMS Vendor.

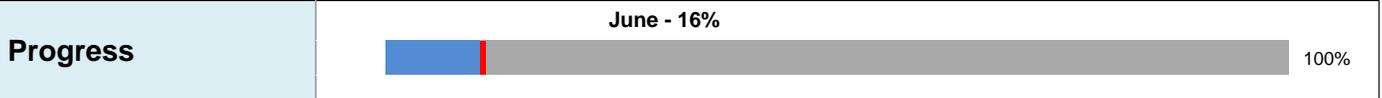
**Business Benefits:** The project will implement an Appellate Courts EDMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same EDM application(s). Some of the benefits that will be gained are:

- 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>Current Status</b>	<b>Scope</b>		<b>Schedule</b>		<b>Budget</b>	
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**Status Notes:**  
 Requirements elicitation and documentation are taking longer than expected. Also, the scope of the project changed with the JISC approval for this system to replace the current ACORDS system; those additional business and technical requirements are being incorporated.



<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> Aug 2011	<b>Planned Completion Date:</b> March 2013
	<b>Actual Start Date:</b> Aug 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ Continuing to document requirements for the Appellate Court EDMS.	These requirements are needed for the Appellate Court EDMS RFP.
✓ Continued work in developing the Appellate Courts EDMS Acquisition Plan.	This plan provides the details for the Appellate Courts EDMS acquisition.
Activities Planned	Impact/Value
◦ Continue working on documenting the Appellate Courts EDMS requirements.	These requirements are needed for the Appellate Courts EDMS RFP.

° Continue work on developing the Appellate Courts EDMS Acquisition Plan.	This plan provides the details for the Appellate Courts EDMS acquisition.
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<b>Milestones Planned</b>			
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Milestone	Original Date	Revised Date	Actual Date
Appellate Courts EDMS RFP Release	10/14/2011	TBD	
JISC Approval of Appellate Courts EDMS Vendor price	11/25/2012	TBD	
Appellate Courts EDMS Vendor Contract Award	11/25/2012	TBD	

# ITG #009 Accounting in the Data Warehouse

Reporting Period through June 30, 2012

**Executive Sponsor(s)**  
 Rich Johnson, Chair, Data Management Steering Committee  
 Vonnie Diseth, CIO/ISD Director

**IT Project Manager:**  
 Business Area Manager is providing backup

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

**Business Manager**  
 Tamra Anderson, Data and Development Manager

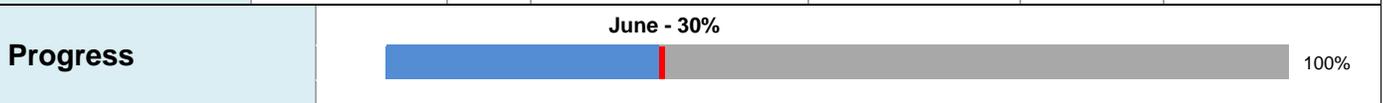
**Description:** This project is a result of the approval and prioritization of [IT Governance request 009 \(ITG 09\)](#). This request identified eleven reports that are either unworkable in the mainframe format or are new reports to be created.

**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>Current Status</b>	<b>Scope</b>	●	<b>Schedule</b>	●	<b>Budget</b>	●
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<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> August 2011	<b>Planned Completion Date:</b> January 2013
	<b>Actual Start Date:</b> August 2011	<b>Actual Completion Date:</b> TBD

Activities Completed	Impact/Value
✓ Completed modifications to tables to support reports 5, and 6.	Provides data for requested reports.
✓ Released report 4 "Summary of A/R type codes entered, paid, outstanding".	New functionality for reporting.
✓ Released report 5, "Monthly interest accruals associated with A/R type codes".	Completes user requirements and approval.
✓ Reviewed design of tables for reports 7 based on additional business requirements.	Provides data for requested reports.
✓ Began new design of tables for reports 8.	Provides data for requested reports.
✓ Updated project schedule based on information gathered from customers.	Customer Release Schedule.
Activities Planned	Impact/Value
○ Began first review if report 6, "Remittance Summary by BARS codes".	Initial customer review.
○ Customer review report 6, "Remittance Summary by BARS codes".	Obtain user approval.
○ 2nd review if report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Initial customer review.
○ Continue analysis for report 8-10, "A/R balance by type, A/R and payment aging" and reports 9-10, collection reporting.	Complete user requirements and approval.
○ Review and approval of new project schedule.	Customer Release Schedule.

# ISD Operational Area Status Reports

## ISD Operational Area Reports

### Operational Area: IT Policy and Planning

William Cogswell, ISD Associate Director

Through June 30, 2012

*Includes: Governance, IT Portfolio, Clarity support, Business Relationships, Service Delivery, Vendor Relations, Resource Management, Release Management and Organizational Change / Communications teams*

**Description:** The IT Policy and Planning 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
<b><u>Portfolio Coordinator</u></b>	
✓ Participated with team to document processes in Clarity for project management.	Documented processes will help ensure timely, accurate and complete data in Clarity which will provide reliable data for decision making around resource capacity, investment scheduling, project tracking, etc.
✓ Participated with team to enter high-level project schedules into Clarity for INH, COTS, EDMS, SC-CMS and SCDX approach to project tracking.	Will provide an interim means for inputting high-level project schedule data into Clarity to produce more meaningful information on project schedules, status and tracking.
✓ Completed draft of the biennial IT Portfolio Report.	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
<b><u>Service Delivery</u></b>	
✓ Worked with managers, portfolio, and resources to schedule three additional ITG requests.	Start the next set of small projects to provide necessary updates to systems and capabilities.
✓ Completed small process change for the Database Design Review Team.	Provides better visibility to all changes happening in our databases. Tariq has reported the process is working very well.
<b><u>Organizational Change Management</u></b>	
✓ The duties of this position have been temporarily assigned to two staff until a replacement is found for this position.	This position is responsible for creating and implementing strategies to manage the "people side" of change within ISD.
<b><u>Clarity Administrator</u></b>	
✓ Continued Clarity support.	Improves data quality in Clarity.
<b><u>Resource Coordinator</u></b>	
✓ Participated with team to document processes in Clarity.	Documented processes will help ensure timely, accurate and complete data in Clarity resulting in reliable data for decision making around resource capacity, investment scheduling, project tracking.
✓ Participated with team to enter high-level project schedules into Clarity for INH, COTS, EDMS, SC-CMS and SCDX approach to project tracking.	Will provide an interim means for inputting high-level project schedule data into Clarity to produce more meaningful information on project schedules, status and tracking.
✓ Coordinated solicitation , enrollment and scheduling Business Analyst Business Rules Training for ISD, MSD & JSD staff.	Cost effective and efficient method to deliver state of the art techniques presented by well qualified experts.
✓ Updated Admin in Clarity to reflect new definitions, responded to questions from staff regarding the changes.	Make it easier for staff to accurately report work time on weekly timesheets.
✓ Assisted with screening applications, developing questions and participating on interview panel.	Hire the best candidate to backfill the temporary Administrative Secretary position.
<b><u>Business Liaison</u></b>	
✓ Completed analysis, documentation and recommendation for ISD's administrative support needs.	Provides justification for additional administrative support staff.
✓ Compiled the AOC Activity Reports and JISC Report for the month of June.	Documents and communicates ISD's monthly activities.
✓ Met with Kathy Wyer to discuss Business Liaison role with Court Education Services.	Creates communication bridge between ISD and CES; coordination between the Sections should streamline processes (such as the ISD External Communication

	process).
✓ Continued working on ISD external communication policy, standard and style guide; completed draft of ISD External Communication Procedure.	Creates consistent approach to ISD external communication and consistently formatted messages to our customers.
✓ Met with Operations and Architecture staff to help define roles and responsibilities related to release notes.	Defined who is responsible for what related to business release notes.
✓ Met with Carla @ DOL to understand and document paper ticket process.	Documented the process to better understand the paper ticket issue between DOL and AOC.
✓ Drafted ISD Communications related to newly approved policies and standard.	Inform staff of new policies and standard, where they can get additional information if needed, and expectations about their adherence to the newly approved ISD governance.
✓ Updated policy tracking sheet; finalized 10.91 and 10.91.s1 for presentation to the ISD Leadership Team.	Manage progress of ISD policy work.
✓ Obtained overview of Appellate Court EDMS project and began attending project meetings.	Provide additional insight and perspective; better able to understand customer requirements needed to meet their business needs.
✓ Participated in JISC meeting preparation.	Provide assistance with meeting material preparation as needed.
✓ Phone conference with Cathy Pashon (Sumner Municipal Court Administrator) to discuss AOC/DOL paper ticket process.	In the process of documenting the AOC/DOL paper ticket process from the Municipal Court perspective.
✓ Met with Bill, Heather and Vicky to discuss and reassign Business Liaison responsibilities.	Customer group assignments were redistributed to better support customer needs and improve communication.
✓ Worked with SC-CMS project team, SC-CMS internal sponsor team, RFP Steering Committee and CBO Project team for the new superior court case management system.	Ensuring that the customer's concerns and ideas are included in the SC-CMS project will help to deliver a solution that meets the customers' needs.
✓ Provided updates and reports to associations on IT activities relating to superior courts and appellate courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
✓ Distributed communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust
✓ Worked on presentation for upcoming DMSC committee.	Provide staffing and support for committees and groups to effectively carry out their decision processes..
✓ Worked with AOC staff to develop internal process for managing feedback and engagement with court community groups.	Responding to customer needs improves relations and provides customers with the thing they need to effectively do their jobs in the courts.
✓ Worked with OCM team to establish and prepare communications around organizational change management.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
<b><u>Vendor Relations</u></b>	
✓ Held Pre-Release RFP Vendor Conference for SC-CMS.	Establish communications with Vendor community to identify potential contract and/or procurement issues related to SC-CMS RFP.
✓ Worked with PM on the development of the RFP for the Appellate Court Enterprise Content Management solution.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications.
✓ Provided PM assistance on Phase I project schedule for SC-CMS to bring in compliance with acquisition process and plan.	Mitigate project risk through PMO communications.
✓ Assisted AOC executives and management in SC-CMS procurement strategy planning.	Establish and implement ISD acquisition and contract standards.
✓ Administered documentation and information provided in RFP Document site for SCCMS RFP review.	Establish and implement ISD acquisition and contract standards; create transparency of acquisition process for both internal and external stakeholders.
✓ Leveraged administrative staff resources for logistics of SCCMS RFP evaluation activities.	Leverage existing administrative resources allowing VRC and PM to focus on internal RFP review and resolution process.
✓ Began recruitment process for non-perm assistant for VRC.	Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
✓ Continued development work on evaluator scripts in a collaborative manner with SC-CSM stakeholders.	Establish procurement value for strong stakeholder buy-in of SC-CMS evaluation process.
✓ Assisted in resolution of CA Clarity issues with interface to Microsoft Project.	Support ISD in the resolution of product applications with high criticality to AOC.

✓ Published SC-CMS RFP following JISC approval.	Establish thorough communications with Vendor community through the use of multiple advertisement resources; leverage multiple advertisement methods to encourage strong competition for AOC procurements.
✓ Published Work Request using DES ITPS program for urgent need for three Quality Assurance Testers.	Leverage state procurement resources for expedited fulfillment of temporary staffing needs.
<b>Activities Planned</b>	<b>Impact/Value</b>
<b><u>Portfolio Coordinator</u></b>	
◦ Continue review/edit of the IT Portfolio Report	Biennial IT Portfolio Report informs stakeholders of current and planned IT investments.
◦ Continue documenting Clarity procedures to support resource management, project scheduling, project status reporting, etc.	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
◦ Enter Courts of Appeal application portfolio into Clarity PPM.	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.
◦ Update web application portfolio in Clarity PPM.	Better understanding and visibility of applications that are maintained in the portfolio for investment decision making.
<b><u>Service Delivery</u></b>	
◦ Gather updates on changes to BARS codes from the SAO.	Help prepare the organization for changes that are scheduled to take effect January 1, 2013.
<b><u>Organizational Change Management</u></b>	
◦ The position is currently vacant and the duties have been distributed between the Resource Coordinator and a Business Liaison.	N/A
<b><u>Clarity Administrator</u></b>	
◦ Clarity Process and MSP Integration Validation	Defines process for PMs and defines expectations for input into Clarity.
◦ Document the project management process & Clarity input points.	
◦ Test and document MSP integration with Clarity following the application of 12.1.1.5 and 12.1.1.6 patches.	Defines/Documents the behavior of schedules shared between Microsoft Project and Clarity.
◦ Continued Clarity Support	Provides PMs and FMs with additional tools for assessing project and application progress.
◦ Continue documenting custom reports.	
◦ Clarity / MSP integration	Continue testing of the CA integration patch.
	Review/Create documentation supporting PM process surrounding PM involvement and scheduling around Clarity.
◦ Clarity Licensing	Support efforts for continuing Clarity licensing.
◦ Clarity Training	Work with CA to obtaining Clarity/MSP training.
<b><u>Resource Coordinator</u></b>	
◦ Coordinate Staff Services appreciation event.	Promote a sense of team and improve morale by recognizing and celebrating the extra effort put forth by the Staff Services Team.
◦ Obtain and distribute training materials, set up video conferencing for the three day BA Business Rules training.	Cost effective and efficient method to deliver state of the art techniques presented by well qualified experts.
◦ Participate on Interview panel.	Hire the best candidate to temporarily backfill the vacant Organization Change Coordinator position.
◦ Obtain and enter work schedule information in Clarity calendar.	Allow managers, PM and Resource Coordinator to more accurately predict resource availability, particularly during core business hours.
◦ Status projects and update Clarity weekly.	Providing support to PMO and Clarity reflects more accurate data.
◦ Continue to document Clarity procedures to support resource management, project scheduling, project status reporting, etc.	Repeatable processes in Clarity will streamline the effort among the various workgroups and improve data quality.
<b><u>Business Liaison</u></b>	
◦ Work with Tariq to turn the database design document into a policy and standard.	Documents the scope and process of the database design review team in a formal structure.
◦ Split out draft policy 10.44 policy into two policies (Using Quality Assurance for Compliance to IT Project Standards	Clarifies the draft policy as two separate topics, which are addressed individually.

and Quality Assurance Testing).	
◦ Begin creating presentation to ISD Leadership team regarding proposed JIS and ISD policy changes.	Educate ISD Leadership Team on reasons for proposed policy restructuring; gain AOC approval first before proposing changes to the JISC.
◦ Begin work on automating ISD External Communication Process.	Reduces time gathering reviews and approval of ISD external communication.
◦ Secure introduction to key stakeholders on the Gender and Justice Commission.	Will begin providing ISD Business Liaison support to the Gender and Justice Commission.
◦ Continue work on presentation for DMSC.	Ensuring that we have the appropriate customer involvement and oversight on projects and programs helps to deliver solutions that meet the needs of the customers.
◦ Participate in developing data governance structure.	Providing a holistic view point into the data governance model has a broad impact across internal operations and external customer stakeholders.
◦ Assist with vetting the Demo Scripts for the SC-CMS project with the superior court judges.	Provide additional insight and help with coordination of materials, preparation and follow up related to the demo scripts for the judges.
◦ Staff DMSC and IT Governance Groups.	Provide staffing and support for committees and groups to effectively carry out their decision processes..
◦ Distributed communications on the SC-CMS project to all stakeholders.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust
◦ Provided updates and reports to associations on IT activities relating to superior courts and appellate courts.	Continued communications help customers to understand better the activities in ISD and for ISD to get valuable feedback to better meet the customer needs.
◦ Participate in projects and programs as a customer liaison, providing a customer perspective.	Ensuring that the customer perspective is considered and heard on customer impacting projects is essential to delivering a solution that meets the needs of our customers.
◦ Prepared materials, briefed JISC members, and participated in May JISC meeting. Prepared materials and began planning sessions for June JISC meeting.	Thorough preparation for JISC meetings enables AOC staff to be better prepared and address emerging issues before each meeting.
◦ Worked on development of comprehensive JIS policies and standards, as well as coordination with ISD policies.	Having consistent and integrated JIS and ISD policies will guide ISD staff and court stakeholders in the IT governance process and ISD operations.
◦ Continued liaison work on Vehicle-Related-Violations and other IT Governance implementation projects.	Ensuring that customer needs are taken into consideration and customers are informed about the progress of projects.
◦ Staffed JISC and ISD work groups developing policy and standards for approval of local case management systems.	Having consistent policies and standards for JISC approval of local case management systems ensures that courts have the flexibility to develop solutions that meet their needs while ensuring the integrity of statewide data.
◦ Reported status of AOC activities and progress on projects to associations, boards, and commissions.	Communicating status of AOC activities and gathering feedback from the court community provides an opportunity for increased communication and understanding with our customers.
◦ Coordinated activities and communication with JSD staff for court community meetings.	Good cross-division communication and coordination ensures consistent customer communication and better responsiveness to our customers.
◦ Communicated ITG and other projects' status and addressed stakeholder concerns at association meetings.	Direct communication and interaction with broader customer groups increases their understanding of ISD services and activities, and builds trust in AOC.
<b><u>Vendor Relations</u></b>	
◦ Identify specific scoring formulas for procurement evaluation.	Mitigate project risk through thorough vetting of evaluation scoring methodology.
◦ Finish procurement process associated with Work Request including contract award, negotiations and debriefings.	Maintain procurement integrity through proper execution of all procurement phases.
◦ Develop acquisition evaluation materials and training for SCCMS RFP.	Establish and implement ISD acquisition standards.
◦ Complete Sole Source justification for new On-Call contract with MTG Management Consultants.	Retain Subject Matter expertise regarding AOC IT projects, while ensuring compliance to state procurement rules and policies.
◦ Recruit non-perm assistant for VRC.	Provide direct support to VRC: aid in establishing

	Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
◦ Provide contract guidance and complete resolution for performance issues with Vendor related to Superior Court Data Exchange project.	Mitigate project risk through Vendor communications; Manage Vendor relationships and performance for ISD.
◦ Continue to work on the development of evaluator scripts in a collaborative manner with SC-CMS stakeholders.	Establish procurement value for strong stakeholder buy-in of SC-CMS evaluation process.
◦ Continue to work on the development of the draft Contracts Management 101 training course.	Establish fundamental knowledge in ISD for applying due diligence to these obligations
◦ Hold Pre-Proposal RFP Vendor Conference for SC-CMS.	Establish communications with Vendor community to identify potential contract and/or procurement issues related to SC-CMS RFP.
◦ Communicate RFP issues/concerns with SC-CMS Steering Committee regarding RFP decision points.	Mitigate project risk through Project team communications; Create well written RFP documents to establish Vendor opportunities to develop high quality proposals
◦ Develop Appellate Court ECM RFP.	Establish and implement ISD acquisition standards; Mitigate project risk through Vendor communications
◦ Continue to leverage administrative staff resources for logistics of SCCMS RFP evaluation activities.	Leverage existing administrative resources allowing VRC and PM to focus on internal RFP review and resolution process
◦ Finalize recruitment and then train non-perm assistant for VRC.	Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.
◦ Continue to collaborate with PMO scheduler for scheduling of all ISD projects.	Establish and implement ISD acquisition and contract standards; Mitigate project risk through PMO communications.
◦ Develop SC-CMS RFP Amendments in coordination with project managers and AOC Sponsors.	Ensuring compliance to state procurement rules and policies; ensure RFP modifications retain compliance to original project intent and scope.
◦ Develop SC-CMS RFP documents following published procurement schedule.	Effective communications with Vendor community establishing integrity of AOC procurement process.

## Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through June 30, 2012

*Includes: Enterprise Architecture, Solutions Management and Business Analysis*

**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	Impact/Value
✓ ITG 125 - Change to Criminal Rule (CrRLJ) 3.2 adopted by the Supreme Court. Create requirements for the Development team to implement the changes in JIS (DISCIS).	The rule change eliminates the allowance of bail forfeiture as a final disposition in criminal cases. Implementing the changes to JIS will ensure the cases are managed in accordance with the rule, and accurate statistics.
✓ ITG 133 - Guardianship Complaint Management Analysis. Coordinated solution review, recommending an In-Depth Analysis.	IT Governance Requests are reviewed by A&S in coordination with Solution Architects and other IT experts to arrive at recommendations for deliberation by the OCB and decision/prioritization by the JISC.
✓ ITG 144 - Technology Upgrade for DOC data exchange. Coordinated solution review, recommending a Simple Project.	IT Governance Requests are reviewed by A&S in coordination with Solution Architects and other IT experts to arrive at recommendations for deliberation by the OCB and decision/prioritization by the JISC.
✓ INH Planning and Delivery. Delivered draft of INH Release 1 Conceptual Solution Architecture Model and provided deployment support for pilot service delivery to QA.	The INH CSAM provides a baseline for the release 1 architecture and lower-level design while the successful deployment allows QA testing to begin for the pilot services and validation of the process and deliverables.
Activities Planned	Business Value
◦ Enterprise Requirements Management: Develop standards, guidelines, and procedures for the management of common 'Enterprise Level' requirements.	Enterprise Requirements Management provides the capability to re-use requirements and to improve standardization between projects. The resulting capability will expedite system development and reduce time to market for project delivery.
◦ INH EDR Database Design: The INH EDR Database will provide a data repository of information that needs to be shared between courts. The database design activities include the development of a Business Object Model, Logical Data Model and an Physical Data Model. The physical data model will be used to implement the database.	The INH EDR Database Design is a critical component in the integration of the existing JIS with the new SC-CMS.
◦ Standards for Local Case-Management Systems: Develop standards to accompany the draft JISC Policy for Approval of Local Automated Court Record Systems.	The standards are referenced by the JISC policy, and provide guidance and conditions to support an individual court's efforts to implement a local automated system, while ensuring the integrity of data and information upon which all courts depend.
◦ Finalize JIS Baseline Services: Plan activities needed to complete the JIS Baseline Services.	The JIS Baseline Services model will provide an objective method for analyzing if a business service should be supported centrally. It will be used to evaluate the services currently provided and as a tool for evaluating new services proposed thru the ITG process

## Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through June 30, 2012

*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>✓ The next Disaster Recovery test is scheduled for September 21-22, 2012. We set our objectives and expectations for the next test. Staff continues to keep documentation/procedures current.</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>✓ Completed the following Software/Hardware updates:               <ul style="list-style-type: none"> <li>• Added an additional 5 Terabytes of storage to our Enterprise SAN. The eTicketing and ASRA applications were consuming large amounts of storage and continuing to grow.</li> <li>• Upgraded Firewalls to newest software versions.</li> </ul> </li> </ul>	<p>Maintaining current and supported software levels ensures users are able to continue to work.</p>
<ul style="list-style-type: none"> <li>✓ Completed SmartBoard Training for AOC Staff</li> </ul>	<p>Allows for AOC Staff to maximize their use of the technology we have available for their use.</p>
<ul style="list-style-type: none"> <li>✓ Completed 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. Contracts issued to Seattle Muni. COA 1, COA 2, COA 3 and TOJ Completed.</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 on Disaster Recovery Planning.</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>◦ Continue Hardware/Software/Firmware Upgrades on system components.</li> </ul>	<p>Maintaining current and supported software levels ensures users are able to continue to work.</p>
<ul style="list-style-type: none"> <li>◦ Start work on FY13 Equipment Replacement.</li> </ul>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>
<ul style="list-style-type: none"> <li>◦ Start Installing Natural 8.2.</li> </ul>	<p>Current Version of Natural is unsupported by the vendor.</p>
<ul style="list-style-type: none"> <li>◦ Upgrade the Supreme Court File Server.</li> </ul>	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>
<ul style="list-style-type: none"> <li>◦ Upgrade Video Conferencing Hardware to supported platform.</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 on MS Exchange Upgrade Planning.</li> </ul>	<p>Maintaining current and supported software levels ensures users are able to continue to work.</p>

## Operational Area: Data & Development

William Cogswell, Data & Development Manager (Interim)

Through June 30, 2012

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.

Activities Completed	Impact/Value
<u>Data Exchange Unit</u>	
✓ Completed Smoke test for Production Increment 1 services' defect fixes from vendor.	Test results provide us with a baseline of the SCDX application's performance of defect fixes when deployed to QA servers.
✓ Deployed the SCDX Increment 1 defect fixes into QA.	QA testers could perform their QC for the SCDX application's data exchanges.
✓ Completed the design, development, and unit testing of one of the two INH Pilot services (Get Person).	Validates the Proof of Concept for the INH project.
✓ Configured BizTalk INH application to consume INH pilot services, DOL ADR and Person Get.	Helps to validate the Proof of Concept for the INH design architecture.
✓ Deployed one of the two INH Pilot services (Get Person) into QA.	QA tester could perform QC for the data exchange to validate and approve the POC for the INH project.
<u>Data Warehouse Unit</u>	
✓ Completed modifications to tables to support reports 5, and 6.	Provide data for requested reports.
✓ Released report 4, "Summary of A/R type codes entered, paid, outstanding".	New functionality for reporting.
✓ Released report 5, "Monthly interest accruals associated with A/R type codes".	Complete user requirements and approval.
✓ Reviewed design of tables for reports 7 based on additional business requirements.	Provide data for requested reports.
✓ Began new design of tables for reports 8.	Provide data for requested reports.
✓ Updated project schedule based on information gathered from customers.	Customer Release Schedule.
✓ Developed PACT Proviso Report used for JRA reporting for funds.	Unified report to give to JRA for annual reporting.
<u>Database Unit</u>	
✓ Review 7 sets of database designs related to change requests for various projects	ITG09 project - Support expanded reporting of Accounting data from the data warehouse.  ASRA project - Support making available actual count of occurrences for each question in an individual assessment.  CAPS project – Stored procedure performance

	enhancements  INH Project – Stored procedure to return Person information
✓ Attended Data Governance and Information Quality Conference.	Learn how to implement Data Quality Program and Data Governance Structure, Best Practices.
✓ Data Quality Program planning.	Establish Data Quality Program.
✓ Data Governance Structure and Responsibilities.	Implement Data Governance Model.
✓ Begin Data Profiling Preparations via SQL Server and SAS.	Establish Baseline of Quality for AOC.
✓ Data Quality and INH Tools Requirements and Planning .	Select a tool for Data Quality and Information Management.
✓ INH Project.	Benefit- Integrate Data Quality into INH Project.
✓ SCCMS Requirements Review.	Observe current Data Quality work being conducted in SC-CMS.
✓ Database Design Review- EDW.	Contribute to design review process from Data Quality perspective.
<b>Activities Planned</b>	<b>Impact/Value</b>
<u>Data Exchange Unit</u>	
◦ Deploy SCDX Increment 1 (10 exchanges) defect fixes (second round) into Dev and then to QA.	Provides a stable and proven SCDX infrastructure when deployed in Production, that can go live immediately.
◦ Prepare SCDX Increment1 Production deployment.	The total of 10 web service exchanges when deployed in production will cause a sizable reduction in the amount of time spent by Pierce County for double data entry.
◦ Deploy SCDX Increment 2 (BizTalk portion) into DEV server.	Smoke test the BizTalk infrastructure changes for SCDX application in DEV before deploying in QA.
◦ Complete the design and unit testing for the second INH POC Pilot service (DOL ADR) and deploy the same into QA	Helps to validate the Proof of Concept for the INH design architecture.
◦ Work on the NIEM IEPDs for INH pilot services, DOL ADR.	Helps to validate the Proof of Concept for the INH design architecture.
<u>Data Warehouse Unit</u>	
◦ Began first review if report 6, "Remittance Summary by BARS codes".	Initial customer review.
◦ Customer review report 6, "Remittance Summary by BARS codes".	Obtain user approval.
◦ 2nd review if report 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST".	Initial customer review.
◦ Continue analysis for report 8-10, "A/R balance by type, A/R and payment aging" and reports 9-10, collection reporting.	Complete user requirements and approval.
◦ Review and approval of new project schedule.	Customer Release Schedule.
<u>Database Unit</u>	
◦ Support Database Design Review requests.	Change Management of database designs.
◦ INH Project Support.	Participate on the Law Data design team.
◦ INH Project - Development of standards and processes related to Business Data Model development.	Supports foundation design work for the design of INH based Data Repositories.

## Operational Area: Operations

Mike Keeling, Operations Manager

Through June 30, 2012

Includes: All application units; Web team, Java team, Legacy team, uniPaaS team, Data Exchange team and SharePoint

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

Activities Completed	Impact/Value
✓ SharePoint 2010 Upgrade Project Manager assigned. Project Charter is being developed.	Will greatly improve document management and collaboration throughout the agency.
✓ JABS – Release version 5.2 to fix a bug important to Seattle Municipal Court and to improve overall response times for all courts.	Improve ease of access to critical data and enhance user experience.
✓ ETP – Release version 3.4 to accommodate two new unanticipated types of data values on electronic tickets that had been holding up processing of tickets, and one additional defect fix.	Continue to evolve application for increased reliability as business needs change.
✓ ACORDS – Release version 73.0 to include performance enhancements as well as some bug fixes that were released earlier and then rolled back due to performance problems.	ACORDS usage has skyrocketed in the last few months due to paying users' automated data transfer processes. This release contains performance enhancements to help the system accommodate the increased load.
✓ JCS/ASRA – Completed migration of the development system to the new server environment	Eliminated the user of obsolete servers to support development of uniPaaS applications.
✓ JCS – Implemented new Disposition and Condition code changes required by ITG 147.	Keeps JCS in sync with SCOMIS changes that support Findings and Orders on Post-18 Extended Foster Care.
✓ ASRA – Performed over 1.5 million risk assessment calculations on JIS cases filed between 2000 and 2004.	Demonstrates the value of the Adult Static Risk Assessment tool for historical research purposes.  Starts the development of the database needed to validate the Strong II assessment tool as implemented at AOC.
✓ ASRA – Transitioned the application from the project team to Operations Maintenance.	Implements the normal customer service processes used by all of our other applications.
✓ Web: Juvenile Firearms Extract for DOL -- The DOL extract for juveniles, with a docket code of NTIPF, has been copied to production and has been running since June 6, 2012. Case information is currently being forwarded to DOL via their new Computer to Computer web service. Courts no longer need to mail this information to DOL.	Improves efficiencies.
✓ Web: Emergency Court Closure Form -- Online web form for courts to submit emergency court closures. This automatically email necessary participants, post a closure announcement to the website, and submit a RightNow ticket notifying of the closure.	Improves efficiencies.
✓ Legacy - Transitioned creation and distribution of business release notes to our business analyst group.	Ensures that customers will be notified of changes in non-technical language within communications that are coordinated across AOC.
✓ Legacy - 2011 Legislation for 01/01/2012-JIS Accounting codes (5502-Limo).	Provides courts with ability to accurately record accounting

	transactions.
✓ Legacy - Reviewed the variables used by our scheduling software to ensure that leap day would not adversely affect the legacy reports and requested changes to accommodate those that will be affected.	Ensures the courts continue to receive accurate reports, even on leap day.
✓ Legacy - Completed installation of six new docket codes to support legislation and codes committee requests.	Allows more accurate tracking of case activities and documents.
✓ Legacy – Responded to a request from WSDOT for Infraction Traffic information.	Assists WSDOT with their work.
✓ Legacy - 2011 Legislation for 07/01/2012 -JIS- Vulnerable User Victim (5326).	Complies with legislative mandate.
✓ DX – Completed stored procedure development for INH Get Person service.	So that courts can get information for a person from a single authoritative source.
<b>Activities Planned</b>	<b>Business Value</b>
◦ ETP - Release version 3.4.1 with two defect fixes and one legislative mandate change, due to be released in August	Improve reliability and adjust to evolving requirements as business needs change.
◦ ACORDS - Research the cause of ongoing ACORDS performance problems.	ACORDS usage has skyrocketed in the last few months due to paying users' automated data transfer processes. Further performance enhancements are needed to help the system accommodate the increased load.
◦ WSP Dispositions – new release to accommodate new case disposition types 'GV' and 'GR' created by legislative action.	Continue to evolve the application as business needs change.
◦ CAPS – new release to improve maintainability of application.	Position application to rapidly respond to future business needs.
◦ SCDX - Development of Superior Court Data Exchange web services to receive updates to JIS from court-specific applications.	Allow easier customization and implementation of alternative ways of accessing JIS data.
◦ ASRA – develop an online version of the Defendant Case History (DCH) report.	Will allow users to more easily view an individual's in-state criminal history prior to performing a risk assessment.
◦ JCS/ASRA – Migrate the test and training environments to AOC's new server infrastructure.	Will improve availability and performance of the training and test environments, and lay the groundwork for migrating the production system.
◦ JCS – Complete development of accounting display screens for juvenile offenders, similar to JIS.	Will allow juvenile court staff to assess juvenile diversion and restitution status within the JCS system, eliminating the need to log onto JIS for accounting data.
◦ ASRA – Complete the creation of the historical risk assessment database.	Will allow Research to validate the recidivism predictive value of the STRONG II assessment tool.
◦ Web: Party Portal for COA3 -- Once a level of security is wrapped around the portal, it is expected that the new COA3 Party Portal will be completed and ready for production.	Improves efficiencies and usability.
◦ Web: Guardian Portal – Centralized repository for navigating various Guardian applications.	Improves usability of the Guardian applications.
◦ Web: Data Exchange portal revisions. Revisions to accommodate the new SCDX web services.	Automating and redesigning portal to accommodate Superior Court Data Exchange services and allow automatic publishing by members of the data exchange team.
◦ Web: Temple of Justice Centennial website. Building a site for the 100 year anniversary of the Temple of Justice.	As requested to disseminate information to those with interest in the centennial celebrations.

<ul style="list-style-type: none"> <li>◦ Legacy - HB 2302 - DUI with Youth in Vehicle, provide new Result and Resolution codes to support HB2302.</li> </ul>	Provides courts with a way to track DUI charges that are Guilty with a Youth in the Vehicle.
<ul style="list-style-type: none"> <li>◦ Legacy - Electronic Transfer of FTA to DOL - Send multiple FTA-able issues to DOL.</li> </ul>	Used by DOL to update drivers' records.
<ul style="list-style-type: none"> <li>◦ Legacy – Correct a known bug in the navigation program which does not reset all of the court variables when the user does a cross court lookup and then returns to their home court.</li> </ul>	Correcting the problem would prevent a rarely occurring out of balance condition and a more prevalent problem where reports sometimes have the wrong court name on them.
<ul style="list-style-type: none"> <li>◦ DX – Fix a configuration setting on eTicketing BizTalk solution to correctly identify error conditions on Java websphere side.</li> </ul>	To detect errors in eTicketing processing early.
<ul style="list-style-type: none"> <li>◦ DX – Development of two SCDX Java services.</li> </ul>	Requested project deliverables.

## Operational Area: Project Management Office & Quality Assurance

Mike Davis, (PMO/ QA Manager)

Through June 30, 2012

*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 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><u>Project Work without Monthly Project Reports</u></b>	
✓ The PMO Process Project has completed a Scope Statement and is in the process of obtaining signatures.	This project will streamline processes and focus on institutionalizing processes with staff. Although there has been significant Transformation work accomplished, the PMO must now turn its attention to process clarification, changing behaviors and conforming to processes.
<b><u>Quality Control</u></b>	
✓ Completed testing for ETP Build 3.4.	Ensures a successful upgrade of the ETP application for code changes.
✓ Completed testing for ITG 96.	Ensures a successful upgrade of the JABS application for ITG request.
✓ Completed testing for ASRA CQ Fixes.	Ensures successful upgrade of ASRA application.
✓ Continued SCDX project testing.	Ensures all affected applications are tested prior to release.
✓ Completed testing for Sector Build v1.9.9.5.	Ensures a successful upgrade of the SECTOR application for code changes.
✓ Completed testing for JRS 4.0.2.	Ensures a successful upgrade of the JRS application for code changes.
✓ Completed testing for IE 9 Upgrade.	Ensures a successful upgrade to IE9 on web applications.
✓ Completed testing of ITG 125 and legislation projects.	Ensures a successful upgrade of the applications For ITG request.



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