



Judicial Information System Committee (JISC)

Friday, December 7, 2012 (9:00 a.m. – 1:30 p.m.)

CALL IN NUMBER: 800-591-2259 PC: 288483

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

AGENDA

1.	Call to Order Introductions Approval of Minutes – (Sept 7 Meeting)	Justice Mary Fairhurst	9:00 – 9:05	Tab 1
2.	Introduction & Welcome: Callie Dietz, State Court Administrator	Justice Mary Fairhurst	9:05 – 9:10	
3.	Legislative Update	Ms. Callie Dietz, State Court Administrator	9:10 – 9:20	
4.	JIS Budget Update <ul style="list-style-type: none"> • 11-13 Biennium • JIS Fund Forecast • General Fund Forecast 	Mr. Ramsey Radwan, MSD Director	9:20 – 9:45	Tab 3
5.	JIS Priority Project #2 (ITG 2): Superior Court Case Management Update <ul style="list-style-type: none"> a. Project Update b. Independent QA Report 	Ms. Maribeth Sapinoso, PMP Mr. Allen Mills, Bluecrane Inc.	9:45 – 10:05	Tab 4
6.	IT Portfolio Report	Mr. Craig Wilson, IT Portfolio Coordinator	10:05 – 10:25	Tab 5
	Break		10:25 – 10:35	
7.	a. INH Data Exchange Initiative b. INH Project Update	Mr. Joel Byford, INH Technical Lead Mr. Dan Belles, PMP	10:35 – 11:45	Tab 6
8.	JIS Priority Project Status Reports <ul style="list-style-type: none"> a. #1 (ITG 121) - Superior Court Data Exchange <ul style="list-style-type: none"> ▪ Pierce County Update b. #3 (ITG 45) - Appellate Court ECMS c. #5 (ITG 41) – CLJ Revised Computer Records Retention and Destruction Process 	Mr. Mike Walsh, PMP Mr. Martin Kravik, PM Ms. Kate Kruller, PMP	11:45 – 12:15	Tab 7
	Working Lunch		12:15 – 12:35	
9.	Committee Reports <ul style="list-style-type: none"> a. Data Dissemination Committee b. Data Management Steering Committee <ul style="list-style-type: none"> • JIS Priority #4 (ITG 9) – Add Accounting Data to the Data Warehouse 	Judge Thomas Wynne Mr. Rich Johnson	12:35 – 12:45 12:45 – 1:05	
10.	Meeting Wrap-Up	Justice Mary Fairhurst	1:05 – 1:15	
11.	Information Materials <ul style="list-style-type: none"> a. ISD Monthly Report b. IT Governance Status Report 			Tab 8

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

Future Meetings:

2013 Schedule:

February 22, 2013

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

- Budget Status Report
- JIS Priority Project Reports
- Data Governance Presentation
- Decision Point: JIS Policy on Local Automated Court Systems
- Presentation: ISD Standard on Local Automated Court Systems
- Data Governance Recommendation
- SC-CMS – ASV Award
- AC-ECMS – ASV Award

April 26, 2013

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

- Budget Status Report
- JIS Priority Project Reports
- Decision Point : Data Governance Recommendation

June 28, 2013

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

- Budget Status Report
- JIS Priority Project Reports

September 6, 2013

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

- Budget Status Report
- JIS Priority Project Reports

October 25, 2013

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

- Budget Status Report
- JIS Priority Project Reports

December 6, 2013

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

- Budget Status Report
- JIS Priority Project Reports

JUDICIAL INFORMATION SYSTEM COMMITTEE

September 7, 2012
9:00 a.m. to 3:00 p.m.
AOC Office, SeaTac, WA

DRAFT Minutes

Members Present:

Mr. Larry Barker
Chief Robert Berg
Judge Jeanette Dalton (Phone)
Ms. Callie Dietz
Justice Mary Fairhurst, Chair
Judge James Heller
Mr. William Holmes
Mr. Rich Johnson
Ms. Joan Kleinberg
Judge J. Robert Leach
Ms. Marti Maxwell
Mr. Steward Menefee
Ms. Barb Miner
Judge Steven Rosen
Ms. Aimee Vance
Ms. Yolande Williams
Judge Thomas J. Wynne

Members Absent:

None

AOC Staff Present:

Mr. Kevin Ammons
Mr. Dan Belles
Ms. Kathy Bradley
Mr. Bill Cogswell
Mr. Keith Curry
Ms. Vonnie Diseth
Ms. Kate Kruller
Ms. Vicky Marin
Mr. Dirk Marler
Mr. Dexter Mejia
Mr. Ramsey Radwan
Ms. Maribeth Sapinosa
Ms. Heather Williams
Mr. Kumar Yajamanam
Ms. Pam Payne

Guests Present:

Mr. Shayne Boyd
Ms. Lea Ennis
Ms. Betty Gould
Mr. Kevin Stock

Call to Order

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

June 22, 2012 Meeting Minutes

Justice Fairhurst asked if there were any changes to the June 22nd meeting minutes. Justice Fairhurst deemed them approved.

JIS Budget Update (11-13 Biennium)

Mr. Ramsey Radwan presented the committee with the JIS budget report (green sheet). This report shows the current JIS allocations, expenditures and variations.

Mr. Radwan presented the blue sheet which shows the allocation and expenditure by phase and fiscal year for the SC-CMS project. This is a projection of how funds will be expended. We will adjust this upon completion of the staffing plan and when more detail is available.

Mr. Radwan presented a new report requested by the SC-CMS Steering Committee that broke down estimated expenditures based on project phase. It is similar to the blue sheet, but with more details and one step down in the scope of expenditures.

13-15 Biennium Budget Update

Mr. Radwan pointed out potential funding concerns that he intends to frame all funding requests around. Mr. Radwan stated the judicial branch initially started the 2013-2015 budget development process with a \$30 million funding issue comprised of \$7.5 million in JIS fund sweeps, \$12.5 million resulting from the sunset of the judicial stabilization trust account file fee surcharge and \$11 million that is the estimated branch share of the statewide general fund shortfall. The JIS

fund sweep has been reversed, however the legislature could reauthorize another sweep during the 2013 legislative session. We need to focus on the current funding requests and ensure that the legislature does not continue its practice of using JIS fund balance for non-JIS activities. The current JIS fund balance estimate indicates that we will maintain a positive fund balance through the end of the 2015-2017 biennium.

Based on current information, JIS infraction revenues are down from the last fiscal year about \$300,000. Revenues are still higher than they were and higher than forecast, but expenditures are also going up. The percentage of revenue consumed for ongoing costs will increase as we begin to close the project phase of the SC-CMS project and begin the ongoing maintenance phase.

ISD Staffing Update

Ms. Vonnie Diseth presented a briefing regarding the staffing levels at ISD. A total of 138 FTEs are authorized for the ISD, the SC-CMS, and the CBO. There are 25 current vacancies.

Six staff members have been hired since July. Some of these positions are a result of backfilling for people who have moved to the SC-CMS project. Also, project management positions have changed as a result of employees who have left or retired. Mr. Mike Walsh is now the project manager on the SCDX project, and Mr. Martin Kravik has become the project manager for the AC-EDMS program.

All positions that Ernst & Young and Sierra recommended have been filled. Resource constraints are occurring in the areas of testers, business analysts, and some of the architecture roles. Steps have been made to hire testers under contract. New business analysts have recently been hired. The hiring process takes about two months from posting to start date.

ITG #2 - SC-CMS Update

Ms. Maribeth Sapinoso presented the current status of the Superior Court Case Management System (SC-CMS) Project beginning with what has been completed since the JISC approval of the RFP release for publication on June 22, 2012. The RFP was successfully published and open from June 22 through August 28. During that time three amendments were filed to clarify dates, times, and definitions in the RFP. Business and technical scripts were also completed and finalized. These will help in the evaluation of Vendor demonstrations. Recognition was given to Judge Dalton, Kevin Stock, Paul Sherfey, Frank Maiocco, and Heather Williams for their leadership in coordinating the Judges, County Clerks, and Court Administrators in this effort.

Two vendor proposals were received on the scheduled deadline of August 28, 2012. Both vendors passed administrative reviews and were forwarded to the Tier I evaluation team for scoring.

Also completed was the Project Governance Plan. The JISC were asked to approve this plan. The Governance Plan defines how project decisions will be made. The Communication Plan was also completed for the project. This will define how communication is managed for the project.

The committee was informed that the date for awarding a contract to the Apparent Successful Vendor was changed to May 15, 2013 from April 15, 2013. This is order to coincide with the recently released 2013 JISC meeting schedule.

Motion: Ms. Barb Miner

I move that the JISC approve the Governance Plan for the Superior Court Case Management System Project as recommended by the SC-CMS RFP Steering Committee.

Second: Judge Wynne

Voting in Favor: All present (Judge Dalton, phone)

Opposed: None

Absent: None

Court Business Office (CBO)

Mr. Dexter Mejia presented an update on the Court Business Office (CBO) activities and on the Court User Work Group (CUWG) charter.

Mr. Mejia shared the following CBO activities:

- The successful recruitment of two Business Process Engineers (BPE) for the CBO unit
- One additional BPE position remains to be filled.
- The SC-CMS Requirements Management Plan has been completed. The Requirements Management Plan is designed to provide the SC-CMS project team a set of standards and guidelines for working with the project's requirements. Specifically the plan describes the types of requirements to be used in the project, the types of documents to be produced, and the tools and processes for managing the requirements.
- The preparation of the requirements is in progress. The CBO is adding more detail to the requirements in preparation for the development of the baseline configuration and for the arrival of the new CMS vendor. The CBO is also preparing for the CUWG work session to be scheduled in early November.

Mr. Mejia also presented the completed final draft of the CUWG charter. Mr. Mejia briefly summarized the motion passed at the last JISC meeting for the formation of the CUWG and for the SC-CMS Project Steering Committee to develop the charter for the CUWG.

The Project Steering Committee developed the charter that included the consensus decision-making model and an escalation process. The charter also included the membership structure. Membership will be comprised of 11 designated voting members from the superior court community (Superior Court Judges' Association, Association of Washington State Court Administrators, Washington State Association of County Clerks, Washington Association of Juvenile Court Administrators, and the Administrative Office of the Courts) and 3 non-voting representatives from the District and Municipal Court Management Association, the Washington State Bar Association, and the Access to Justice Board.

Next steps include obtaining signatures from the presidents of the voting associations and organizations and to begin the appointment/selection of the CUWG members.

Members were presented a revision to pages 5 and 6 of the draft charter. This revision was to reflect the Project Steering Committee agreement that the Washington Association of Juvenile Court Administrators would have voting membership on the CUWG.

Justice Fairhurst asked if there was objection to approval of the amended draft charter. William Holmes moved to approve the CUWG charter as amended on pages 5 and 6. Larry Barker seconded the motion. The charter was approved unanimously.

Motion: Mr. William Holmes

I move that the JISC approve the CUWG charter as amended with pages 5 and 6.

Second: Mr. Larry Barker

Voting in Favor: All present (Judge Dalton, phone)

Opposed: None

Absent: None

ITG #121 Superior Court Data Exchange Update

Mr. Kevin Ammons presented the current status of the Superior Court Data Exchange (SCDX) project. He reported that as of July 1, 2012, Mr. Mike Walsh had assumed project management duties for this project. The transition had taken place before Mr. Bill Burke announced his decision to retire. Mr. Ammons reported that SCDX Increment 1 had successfully deployed to production on August 29, 2012 and these 10 services were available for consumption by courts. During testing of Increment 1, AOC discovered that the product delivered by Sierra Systems had a very low defect rate with no significant changes required.

Mr. Ammons also stated that AOC had taken several actions to speed the testing process for Increments 2, 3, and 4. Specifically, AOC has added two contract testers and also procured a test tool from Sierra. The project team will closely monitor testing of Increment 2 to quantify the improvements gained by these measures. The results will then be used to better plan testing of the remaining increments. Testing of Increment 2 is underway and scheduled to complete on October 19, 2012. Currently, testing of Increment 3 is scheduled to be finished on December 21, 2012, and Increment 4 is planned to complete testing on May 6, 2013.

ITG #45 Appellate Court EDMS Update

Ms. Vonnice Diseth presented the current status of the Appellate Court Electronic Data Management System (EDMS) project. There have been challenges on this project in the past month, with the resignation of Mr. Bill Burke. Mr. Martin Kravik was brought on as the new project manager for the AC-EDMS project. The schedule impact is being assessed. After the June JISC meeting, re-evaluation of the volume of work forecasted had an impact on when an acquisition plan and RFP would be available. There was concern from the stakeholders about this delay. A draft of the acquisition plan was completed by Mr. Burke and is currently under review. Since the acquisition plan is a fundamental building block of the RFP, resources can now be refocused to facilitate the publication of the RFP. A decision was made to not bring in an external quality assurance review on this project. Ms. Diseth also provided a short history of the project, as well as how the project has evolved with changing requirements. Work is being done to improve communications with the members of the Executive Steering Committee, and Justice Stephens has agreed and pushed for monthly steering committee meetings, as well as regular project updates from Mr. Kravik.

ITG #41 Remove CLJ Archiving and Purge Certain Records

The ITG 41 Project was initiated in August 2011 with the name “Remove CLJ Archiving and Purge Certain Records.” The project encountered significant resource constraints due to higher priority projects, extended staff absences, and other reasons. When Ms. Kate Kruller was assigned as Project Manager in April, 2012, the project was renamed “CLJ Revised Computer Records Retention and Destruction Process” and the Steering Committee was selected.

Members of the ITG 41 Project Steering Committee include:

- Judge James Heller – Pierce County District
- Judge Steven Rosen – Seattle Municipal
- Judge Glenn Phillips – Kent Municipal
- Aimee Vance – Kirkland Municipal
- Lynne Campeau – Issaquah Municipal
- Cathy Pashon – Sumner Municipal

An initial Functional Requirements Review was conducted by the ITG 41 Project Steering Committee in June, 2012. The Project Team discovered that there were complex business processes and process workarounds in the courts that were not covered in the business rules captured. More detailed requirements gathering would be needed. A two-three month extension to the schedule was recommended for this additional business analysis and requirements documentation.

Next steps for the project include: 1) Develop Project Charter to establish agreement on how to proceed; 2) Conduct a Steering Committee Charter Review mid-September; and 3) Achieve Steering Committee Project Charter approval and provide a detailed Functional Requirements Document Review.

Information Networking Hub (INH) Program Overview and Status

Mr. Dan Belles, Project Manager provided a status update on the Information Networking Hub (INH) Project. Mr. Belles stated that overall, the INH project was making good progress and there were no major obstacles at this time. He stated that there were two subproject teams actively working, the INH middleware services and the enterprise data repository (EDR) teams. He mentioned both teams were working well together and focusing their efforts on requirements, design and documentation. He gave an update on recent project activities including the Pilot Services, INH data exchanges and the EDR central database.

Mr. Belles also reviewed the INH project timeline and the key milestones and completion dates relative to the key SC-CMS procurement milestones. He stated that the goal of INH was to ensure it had all the technical documentation and most of the services completed by the time the SC-CMS vendor was contracted to start work in May 2013. He stated that as of this time they expect to meet that deadline.

Mr. Belles then presented a summary of current project risks and their status. He stated that the two high risks concerning project resource availability and critical project interdependencies were being mitigated successfully. Mr. Belles concluded his presentation by covering the next steps in the project, which would focus on completing the Pilot Services, continuing requirements development for the INH data exchanges and completing the design of the EDR. There were no other questions raised by the committee members.

Committee Reports

Data Dissemination Committee: No Report

Data Management Steering Committee: No Report

Adjournment

The meeting was adjourned by Justice Fairhurst at approximately 1:15 p.m.

Next Meeting

The next meeting will be October 26, 2012, at AOC SeaTac Facility; from 9:00 a.m. to 3:00 p.m.

Action Items

	Action Items – From March 4th 2011 Meeting	Owner	Status
1	At the end of the legislative session, ask the Supreme Court Rules Committee if it wants the Data Dissemination Committee to revisit GR15 in light of <i>Ishikawa</i> and <i>Bone-Club</i> .	Vicky Marin, Justice Fairhurst	<u>Postponed</u>
	Action Items – From October 7th 2011 Meeting		
2	Confer with the BJA on JISC bylaw amendment regarding JISC communication with the legislature.	Justice Fairhurst	
	Action Items – From December 2nd 2011 Meeting		
3	Present to the JISC a schedule for work on ITG projects prioritized by the JISC on December 2 nd .	Vonnie Diseth	Completed 3/2/12
	Action Items – From March 2nd 2012 Meeting		
4	Check on whether it is possible to reload archived CLJ cases into active tables without making them available to web search on the public website.	Kate Kruller	
	Action Items – From June 22nd 2012 Meeting		
5	Document the overall governance structure for the SC-CMS project.	Maribeth Sapinoso/ Keith Curry	Completed 9/7/12
6	Clarify the amount expended on the Natural-to-COBOL project.	Vonnie Diseth/ Ramsey Radwan	Completed 9/7/12
7	CUWG Charter approved by Associations before it is brought back to the JISC.	Maribeth Sapinoso	
	Action Items – From September 7th 2012 Meeting		
8	Provide the high-level schedule for IT Governance Project #41: CLJ Revised Computer Records Retention and Destruction Process.	Vicky Marin Kate Kruller	



2012 Election Highlights for JISC Current as of November 17, 2012

The turnout rate for the 2012 regular election was predicted to be 81%, lower than the record-setting 85% in 2008 presidential election, but high nonetheless because of the number of high profile races and issues on the ballot this year. Under the new entirely vote-by-mail system, Washington's voters could begin casting their ballots as early as October 18 when a record 3.9 million ballots were mailed out. Approximately 2.6 million were received by county officials by election night leaving the potential for more than a million votes to continue to be counted as long as they were post-marked by November 6th. Thus, a handful of "too close to call" races could not be determined on Election Day. December 6th is the last day for the Secretary of State to certify the returns, and votes are still being counted.

Governor

Incumbent Governor Chris Gregoire's decision not to run for a third term left an open seat for the Office of Governor. Democratic Congressman Jay Inslee defeated Republican Attorney General Rob McKenna with a 51-49% margin.

Supreme Court

Incumbent Justices Steve González and Susan Owens, who both received over 50% of the vote in the primary election, faced no general election challenger and received 100% of the vote.

In the challenge to replace retiring Justice Tom Chambers, public defense attorney Sheryl Gordon McCloud won, with a 55-45% margin over former justice Richard Sanders.

Lt. Governor

In Washington, the Lt. Governor acts as the President of the Senate, presiding over sessions and voting in the case of a tie. Incumbent Brad Owen (D) is the victor over former state legislator Bill Finkbeiner (R) with a 54-46 margin.

Attorney General

Incumbent Rob McKenna's decision to run for governor left an open seat for State Attorney General. Both candidates were King County Council members. Democrat Bob Ferguson won with a 53-47% margin over Reagan Dunn (R).

Legislature

While many votes remain to be counted, it is clear that the democrats will retain control of both the Washington State House of Representatives and the Senate this year. As many as six attorneys appear to be newly elected.

House

All 98 seats in the House were up for election this year. With three seats too close to call, it is clear that the Democrats will retain control of the House, but the Republicans may pick up a couple of seats.

In the 12th District, challenger Brad Hawkins (R) defeated incumbent Representative Mike Armstrong (R) by a 51-49% margin in a race made possible by Washington's unique top two primary election.

Representative Tim Probst (D-17) decided to run against incumbent Senator Don Benton (R), leaving an open seat. Monica Stonier (D) defeated Julie Olson (R) by 121 votes.

Steve O'Ban, an attorney, picked up an open seat for the Republicans in the 28th, defeating his Democratic challenger Eric Choiniere 55-45.

Democrat challenger Roger Freeman, a Federal Way Council member and public defense attorney, ousted incumbent Katrina Asay (R) by a 55-45 margin in the 30th District.

Republican Linda Kochmar defeated Roger Flygare (D) with 51% for the 30th District open seat vacated by Rep. Mark Miloscia.

In the 47th, incumbent Mark Hargrove (R) narrowly defeated challenger Bud Sizemore (D) with 50.35% of the votes.

Senate

Half of the Senate seats were up for election this year. With one race too close to call, it appears possible that Republicans could gain one seat to narrow the Democratic majority from 27-22 to 26-23.

Two members who were not up for election this year, Sen. Jerome Delvin, R-8, and Sen. Derek Kilmer, D-26, will both step down, having been elected to other offices. New senators must be appointed within 60 days from the time they vacate their seats.

In the 20th, challenger John Braun (R) defeated incumbent Senator Dan Swecker (R) by 56-44 in another race made possible by our top two primary.

Democrats gained a seat in the 5th with Mark Mullet beating Brad Toft (R) by a 54-46 vote for the seat that was vacated by Senator Cheryl Pflug's (R) appointment to the Washington Growth Management Hearings Board.

Democrats lost a seat, however, with incumbent Senator Mary Margaret Haugen (D) losing to Representative Barbara Bailey (R) with a 53-47% vote in the 10th District.

In the 17th, Senator Don Benton (R) narrowly defeated Representative Tim Probst (D) by 100 votes.

Initiatives

Marriage Equality (R-74)

A referendum on last year's legislation to allow same sex couples to marry, passage of R-74 allows the law stand. The measure passed with 53% of the vote.

Legalization of Marijuana (I-502)

I-502 will license and regulate the production, sale, and possession of marijuana. Contrary to federal law, the initiative had many high profile supporters and passed with 56% of the vote.

Reinstating 2/3rds Requirement (I-1185)

This measure to restate the current requirement that tax increases be passed by a two-thirds majority of the legislature or approved by the voters passed for the 5th time, with nearly 64% of the vote.

Charter Schools (I-1240)

This measure creating a public charter school system passed by a 51-49% margin. Charter school initiatives have failed on three previous occasions.

State Officials

Secretary of State

Secretary of State Sam Reed's retirement left an open seat for Secretary of State. Thurston County Auditor Kim Wyman (R) defeated democrat Kathleen Drew (D) with a 51-49% margin.

State Treasurer

Incumbent Jim McIntire (D) will retain his position as State Treasurer over challenger Sharon Hanek (R). 58-42% margin.

State Auditor

Brian Sonntag's retirement left an open seat for State Auditor. State legislator Troy Kelley (D) defeated James Watkins (R) by a 53-47% margin.

Commissioner of Public Lands

Incumbent Peter Goldmark (D) held his seat over challenger Clint Didier (R). 58-42% margin.

Superintendent of Public Instruction

Incumbent Randy Dorn ran unopposed in the general election, having picked up more than 50% of the vote in the primary.

Insurance Commissioner

Incumbent Mike Kreidler (D) will retain his position as Insurance Commissioner over challenger John R. Adams (R). 58-42% margin.

Congress

On the national level, it is clear that the House will remain in Republican control. In the Senate, the Democrats will retain their majority hold

House

Washington's nine member congressional delegation picked up a new colleague with the addition of a 10th District this summer. With the addition of the 10th, three seats were open this year. The seven incumbents all retained their seats. In the open seats, the Democrats successfully defended their two open seats and picked up the third. In the 1st District, Susan DelBene (D), former state Department of Revenue Director, defeated former state legislator and Snohomish County Council Member John Koster (R) by a 54-46% vote. In the 3rd, state senator Derek Kilmer (D) will replace retiring Congressman Norm Dicks after beating businessman Bill Driscoll (R) by a 58 to 42 margin. Finally, former legislator and TVW co-founder Denny Heck (D) will take the new 10th District seat over Pierce County Council member Dick Muri (R), also by 58-42.

Senate

Senator Maria Cantwell (D) successfully defended her seat against Republican challenger Michael Baumgartner. Senator Patty Murray was not up for election this year.

Administrative Office of the Courts
Information Services Division Project Allocation & Expenditure Update
Expenditures and Encumbrances October 31, 2012

	Initiatives--JIS Transition	ALLOTTED	EXPENDED	VARIANCE
2.	Capability Improvement Phase I			
2.4	Implement IT Portfolio Management (ITPM)	\$239,400	\$239,400	\$0
	Capability Improvement Phase I-Subtotal	\$239,400	\$239,400	\$0
3.	Capability Improvement Phase II			
3.4	Implement IT Service Management	\$115,000	\$62,119	\$52,881
	Capability Improvement Phase II-Subtotal	\$115,000	\$62,119	\$52,881
4.	Capability Improvement Phase III			
4.2	Mature Application Development Capability	\$115,000	\$0	\$115,000
	Capability Improvement Phase III-Subtotal	\$115,000	\$0	\$115,000
7.	Information Networking Hub (INH)			
7.6	Information Networking Hub (INH)	\$2,582,325	\$501,128	\$2,081,197
	Information Networking Hub (INH) - Subtotal	\$2,582,325	\$501,128	\$2,081,197
	Ongoing Activities			
12.1	Natural To COBOL Conversion	\$515,668	\$515,668	\$0
12.2	SCOMIS DX	\$1,475,332	\$1,565,885	(\$90,553)
	Ongoing Activities-Subtotal	\$1,991,000	\$2,081,553	(\$90,553)
	JIS Transition Subtotal	\$5,042,725	\$2,884,200	\$2,158,525
	Superior Court CMS			
	Initial Allocation *	\$4,973,000	\$1,073,779	\$3,899,221
	COTS	\$0	\$0	\$0
	Superior Court CMS Subtotal	\$4,973,000	\$1,073,779	\$3,899,221
	ITG Projects			
	ITG #045 - Appellate Court E-Filing Electronic Document Management System (EDMS)	\$980,000	\$9,793	\$970,207
	To be Allocated	\$470,600	\$0	\$470,600
	ITG Projects Subtotal	\$1,450,600	\$9,793	\$1,440,807
	Equipment Replacement			
	Equipment Replacement - External	\$628,000	\$489,013	\$138,987
	Equipment Replacement - Internal	\$550,000	\$341,094	\$208,906
	Equipment Replacement Subtotal	\$1,178,000	\$830,107	\$347,893
	TOTAL 2011-2013	\$12,644,325	\$4,797,879	\$7,846,446
	Additional Funding Requirements			
7.6	Information Networking Hub (INH)	\$881,000	N/A	N/A
	COTS Preparation Track	\$242,000	N/A	N/A
	Unfunded Costs	\$1,123,000	N/A	N/A



State General Fund Four-Year Outlook December 2012			
	2011-13	2013-15	2015-17
Beginning Balance	(\$60)	\$135	(\$902)
Revenues			
Sept 2012 Revenue Forecast Plus Adjustments	\$31,278	\$32,756	\$35,821
Total Biennial Revenue	\$31,278	\$32,756	\$35,821
Expenditures			
2011-2013 Budget	\$31,083	\$31,955	\$31,929
Carry Forward Level Adjustments		\$1,838	\$4,061
Total Biennial Expenditures	\$31,083	\$33,793	\$35,990
Ending Balance	\$135	(\$902)	(\$1,071)
Balance Based on OSPI Request			
Basic Ed Enhancement Request		\$4,109	\$9,930
ESTIMATED Revised Ending Balance		(\$5,011)	(\$11,001)
Balance Based on Jt. Taskforce Estimated Costs			
Basic Ed Enhancement Estimate		\$1,603	\$3,335
ESTIMATED Revised Ending Balance		(\$2,505)	(\$4,406)
<p>Information from OFM, OSPI and the Nov 2012 Economic and Revenue Forecast ERFC http://www.ercf.wa.gov/forecast/documents/November2012Outlook.pdf ERFC http://www.ercf.wa.gov/forecast/documents/rev20121114color.pdf OPSI http://www.k12.wa.us/LegisGov/LegisSessions.aspx Jt Task Frc http://www.leg.wa.gov/JointCommittees/EFTF/Documents/JTFEF_SpendingFundingOptions(final)%20(4).pdf NOTE: The Joint Task Force ignores the \$902 million 13-15 negative variance when computing future budget deficits; this is different than previous computations. Dollars in millions</p>			



Estimated Resources and Costs Fiscal Year 2013 through Fiscal Year 2021 Vendor 1	
Total Estimated Resources Available	\$172,300,000
Estimated Underexpenditure	\$8,400,000
Total Estimated Carryforward Costs	(\$108,100,000)
Total Estimated AOC SC-CMS Costs (Non-Vendor Costs)	(\$16,249,000)
Total Proposed Vendor Costs	(\$27,191,000)
Total Estimated Other Costs (ER, CLJ, ECMS, INH, etc.)	(\$25,408,000)
Estimated Variance	\$3,752,000

Estimated Resources and Costs Fiscal Year 2013 through Fiscal Year 2021 Vendor 2	
Total Estimated Resources Available	\$172,614,000
Estimated Underexpenditure	\$8,400,000
Total Estimated Carryforward Costs	(\$108,100,000)
Total Estimated AOC SC-CMS Costs (Non-Vendor Costs)	(\$16,249,000)
Total Proposed Vendor Costs	(\$31,543,000)
Total Estimated Other Costs (ER, CLJ, ECMS, INH, etc.)	(\$25,408,000)
Estimated Variance	(\$286,000)



Superior Court Case Management System (SC-CMS) Project Update

Maribeth Sapinoso, Project Manager
Keith Curry, Deputy Project Manager

December 7, 2012

SC-CMS Project Status

- **Vendor Procurement**

- ✓ Vendor Demonstrations Completed – October 18, 2012
- ✓ Results Reviewed by Project Steering Committee - October 23, 2012
- Client On-Site Visits of Top Ranked Vendors Scheduled
 - Arizona: November 26 – 27, 2012
 - Minnesota: Week of December 3rd

SC-CMS Project Status

(Continued)

Court User Workgroup

- ✓ First Meeting Scheduled – January 23-24, 2013
- ✓ Charter signed by presidents of the SCJA, WSACC, AWSCA, WAJCA

Project Communication

- ✓ Brochure
- ✓ Project Extranet Site
(<http://inside.courts.wa.gov/SC-CMS>)



Your Representatives on the Superior Court Case Management System (SC-CMS) Project

LEGEND

Western County

Eastern County

* = Judges Spanner and Robinson will share responsibility

- Superior Court Judges' Association (SCJA)
- Washington State Association of County Clerks (WSACC)
- Association of Washington Superior Court Administrators (AWSCA)
- Washington Association of Juvenile Court Administrators (WAJCA)
- District and Municipal Court Management Association (DMCMA)
- Technical Staff Supporting the Associations and the Project
- Washington State Bar Association (WSBA)
- Access To Justice Board (ATJ)

JISC Representatives

Judge Jeanette Dalton
Kitsap County

Judge Thomas Wynne
Snohomish County

Barbara Miner
King County

Marti Maxwell
Thurston County

William Holmes
Kittitas County

Aimee Vance
Kirkland Municipal Court

Project Steering Committee

Judge Jeanette Dalton
Kitsap County

Barbara Miner
King County

Frank Maiocco
Kitsap County

Brooke Powell
Island County

Aimee Vance
Kirkland Municipal Court

Kevin Stock
Pierce County

Paul Sherfey
King County

Betty Gould
Thurston County

Request For Proposal (RFP) Evaluation Team

Judge Thomas Wynne
Snohomish County

Kim Morrison
Chelan County

Delilah George
Skagit County

Lea Ennis
King County

Judge Gary Bashor
Cowlitz County

Patty Chester
Stevens County

Nancy Jo Campbell
Clark County

Chris Shambro
Snohomish County

Judge Palmer Robinson
King County

Kathy Martin
Walla Walla County

Jeff Amram
Clark County

Brian Ferris
Thurston County

Judge Bruce Spanner
Benton/Franklin Counties

Sarina Aiello
King County

Ann Howard
Snohomish County

Mike Almvig
Skagit County

Teri Nielsen
King County

Bev Morgan
Thurston County

Court User Work Group (CUWG)

1 Voting Member*
Judge Bruce Spanner
Benton/Franklin Counties

4 Voting Members
Kim Morrison-Chelan County
Patty Chester-Stevens County
Kathy Martin-Walla Walla County
Sarina Aiello-King County

3 Voting Members
Pat Austin-Benton/Franklin Counties
Lea Ennis-King County
Delilah George-Skagit County

1 Voting Member
Carol Vance-Benton/Franklin Counties

1 Non-Voting Member
Lynne Campeau-King County (Issaquah)

1 Non-Voting Member
TBD

1 Non-Voting Member
TBD

Active Project Risks

Total Project Risks			
Low Exposure	Medium Exposure	High Exposure	Closed
2	4	0	4

Significant Risks Status

Risk	Probability/Impact	Mitigation
None at this time		

Active Project Issues

Total Project Issues			
Low Urgency	Medium Urgency	High Urgency	Closed
0	0	0	0

High Urgency Issues Status

Issue	Category	Action
None at this time		

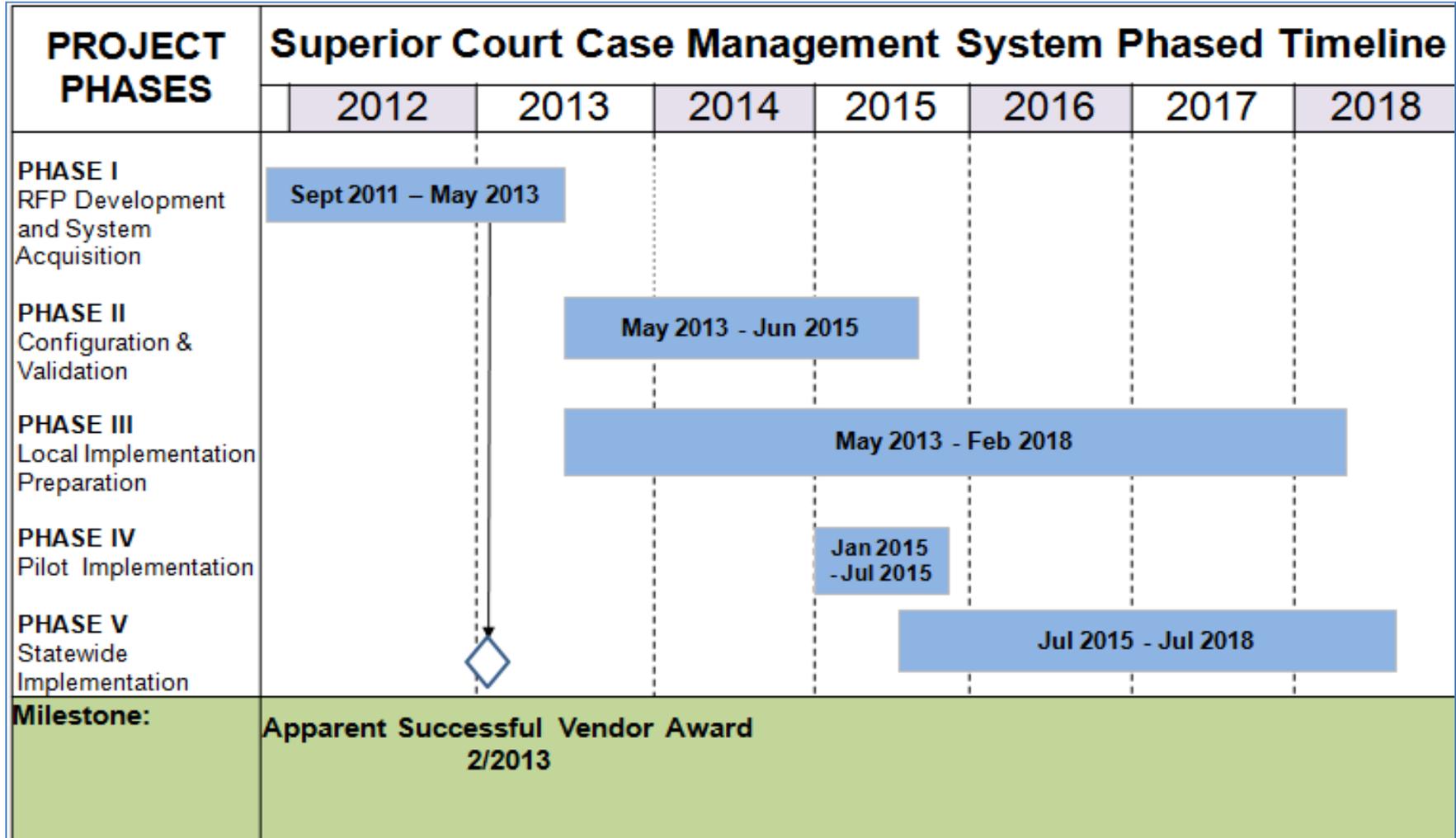
Phase 1 - Acquisition

MILESTONE	DATE
✓ JISC Approval to Release RFP	June 2012
✓ Publish RFP	June 2012
✓ Vendor Proposals Due	August 2012
✓ Evaluate & Score Written Responses	September 2012
✓ Steering Committee Confirms Top Ranked Vendors for Demos	September 2012
✓ Complete Vendor Demos	October 2012
✓ Steering Committee Confirms Top Ranked Vendors for Onsite Visits	October 2012
➤ Complete Onsite Visits	December 2012
Steering Committee Makes Recommendations to JISC	February 2013 JISC Meeting
Notify Apparent Successful Vendor	February 2013
Complete Contract Negotiations	May 2013
Phase 1 Complete	May 2013

Phase 2 - Configuration and Validation Planning - Next Steps

MILESTONES	DATE
➤ Develop and Validate Court Business Process Models	In Progress
➤ Prepare AOC Technical Environment	In Progress
➤ Court Readiness Planning Activities	In Progress
Court User Workgroup Kick Off Meeting	January 2013
Begin Identifying Interfaces Between SC-CMS and Local Court Applications	1st Quarter 2013
Select Pilot Court	1st Quarter 2013
Begin Phase 2	May 2013

SC-CMS Project High Level Schedule





MANAGEMENT CONSULTING
FOR
STATE AND LOCAL
GOVERNMENTS

QUALITY ASSURANCE (QA)

PROJECT OVERSIGHT

*INDEPENDENT VERIFICATION
AND VALIDATION (IV&V)*

PROJECT MANAGEMENT

RISK REDUCTION

TECHNOLOGY ALIGNMENT

**Quality
Assurance
Assessment**

for the
**State of
Washington**

**Administrative
Office of the
Courts (AOC)**

**SC-CMS
Project**

October 31, 2012

Prepared by

Bluecrane, Inc.



bluecrane ®



October 31, 2012

Honorable Mary Fairhurst, Justice
Washington Supreme Court

Ms. Callie Dietz
Acting Administrator, Administrative Office of the Courts

Dear Justice Fairhurst and Ms. Dietz:

bluecrane has completed its Quality Assurance Assessment of the SC-CMS Project for the month of October 2012.

This document is structured as follows:

1. An overview of our findings and recommendations, including:
 - a. An Executive Summary narrative and a
 - b. A Dashboard “Snapshot” of Observations/Risks/Issues.
2. An explanation of our approach for those readers that have not seen one of our assessments previously.
3. A detailed report of our SC-CMS assessment as of October month-end. Each assessed item in the detailed report begins with a summary table for the reader’s quick reference that provides an impact statement, recommendations, and status. The summary table is followed by a more detailed assessment across project planning, project execution, and achievement of expected results.

Simultaneously with the delivery of this “regular” monthly QA assessment, we are also providing an update to the *bluecrane* “QA Spotlight Report” that we provided last month. The Spotlight Report is focused on identifying and assessing SC-CMS Project activities that should be performed **prior to arrival of the SC-CMS vendor**. A few critical items from the Spotlight report have been incorporated into this monthly report as well.

Please contact me with any questions or comments.

Sincerely,

Allen Mills



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Part 1: Overview of the October 2012 *bluecrane* QA Assessment

Executive Summary

This report provides the October 2012 quality assurance (QA) assessment by Bluecrane, Inc. ("*bluecrane*") for the State of Washington Administrative Office of the Courts (AOC) Superior Court – Case Management System (SC-CMS) Project.

Our report is organized by assessments in the project areas of:

- Project Management and Sponsorship
- People
- Application
- Data
- Infrastructure

Simultaneously with the delivery of this "regular" monthly QA assessment, we are also providing an update to the *bluecrane* "QA Spotlight Report" that we provided last month. The purpose of this particular QA Spotlight Report is to identify and assess SC-CMS Project activities that should be performed **prior to arrival of the SC-CMS vendor**. Vendor preparation activities ensure that:

- Processes are in place for successful management of the vendor.
- The vendor has the information necessary to begin work on various aspects of the project.
- The project team and subject matter experts (SMEs) are prepared to participate in the vendor requirements validation and design sessions.

A few critical items from the Spotlight report have been incorporated into this monthly report as well.

Project Management and Sponsorship

Various Project Management Plans

The project team continued to make significant progress in developing project management plans, greatly reducing the concerns we raised in previous QA assessments. The status of plans is as follows:



- **Schedule Management Plan** – The Schedule Management Plan is awaiting review and approval by the Project Sponsors.
- **Staffing Management Plan** – The Staffing Management Plan is awaiting review and approval by the Project Sponsors.
- **Quality Management Plan** – The Quality Management Plan is awaiting review and approval by the Project Sponsors.
- **Cost Management Plan** – The Cost Management Plan is awaiting review and approval by the Project Sponsors.

Schedule Management

In October, the project team made additional progress in addressing the risks that we raised in our July month-end report regarding the project schedule. The project scheduler met with project team members to decompose project activities to a greater level of detail and to add a number of additional tasks to the schedule. The SC-CMS Project Schedule was updated to reflect the decomposed tasks. Because of the progress made we have changed the assessment of this area to “No Risk Identified”.

People

Staffing and Project Facilities

The concern related to the depth of court business process knowledge actively engaged in the project has been effectively mitigated with the addition of business analysts to the SC-CMS and COTS-Prep projects with extensive court business process and system experience and knowledge. Additionally, SC-CMS and CBO business analysts have been making site visits to courts to gain a more thorough understanding of court processes and the auxiliary systems being used in the courts to augment the existing systems.

Vendor Procurement

The procurement for the SC-CMS vendor continues to run smoothly. The vendor demos were conducted in October.

Contracts Management/Deliverables Management

The development of the Deliverables Management Plan is underway. A responsibility assignment matrix is being used to identify responsibilities of project team members in reviewing and approving vendor deliverables.



Application

Requirements Management

A decision was made in October by AOC management to direct the SC-CMS business analyst to configure the requirements management tool using the information gathered in a series of prior sessions that defined the enterprise design for managing requirements. This approach leverages the enterprise approach while moving forward with the implementation of the requirements management tool for SC-CMS. The tasks to configure the tool are being closely monitored by the project to ensure that the tool will be ready for use by the CBO in November to document refined requirements.

Tools

As noted under "Requirements Management." above, the risk resulting from the lack of a requirements management tool has been resolved.

Data

Planning for data preparation activities has begun.

Infrastructure

The COTS Prep – Infrastructure project has activities underway to prepare the infrastructure at AOC and the court sites for the SC-CMS implementation.



bluecrane QA Dashboard “Snapshot”

Project Area	Summary <i>bluecrane</i> QA Assessment				
	Urgency	August 2012	September 2012	October 2012	Observations/Risks
Project Management and Sponsorship					
Governance	N/A	Risk Being Addressed	No Risk Identified	No Risk Identified	Observation: The Governance Management Plan and Court User Work Group Charter have been approved by the project sponsors and JISC.
Scope	N/A	Risk Being Addressed	No Risk Identified	No Risk Identified	Observation: The Change Management Plan has been approved by the Project Sponsors.
Schedule	N/A	Risk Being Addressed	Risk Being Addressed	No Risk Identified	Observation/Risk 1: The project team is in the process of addressing the risks raised in previous QA assessments regarding the lack of a documented, effective schedule management approach. Observation/Risk 2: The project team has updated the SC-CMS project schedule to address the risk raised in previous QA assessments regarding a number of long duration tasks.
Budget	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	Observation/Risk: The project team is in the process of addressing the risks raised in previous QA assessments regarding the lack of a documented, effective approach to management of cost and budget.
Communication	N/A	No Risk Identified	No Risk Identified	No Risk Identified	Observation: The project has developed and published a Communications Management Plan.
Staffing and Project Facilities	Serious Consideration	Risk Being Addressed	Risk	Risk Being Addressed	Observation/Risk 1: The risk due to a lack of business analysts with deep court business process knowledge is being addressed. Observation 2: The project team has begun to address the risk raised in previous QA assessments related to the Staffing Management Plan.



Project Area	Summary <i>bluecrane</i> QA Assessment				
	Urgency	August 2012	September 2012	October 2012	Observations/Risks
		Project Management and Sponsorship			
Change Management	N/A	Risk Being Addressed	Risk Being Addressed	No Risk Identified	Observation: The Change Management Plan has been approved by the Project Sponsors and is being utilized by the project team to manage changes to scope, schedule, and budget.
Risk Management	N/A	Risk Being Addressed	Risk Being Addressed	No Risk Identified	Observation: The Risk Management Plan has been approved by the Project Sponsors and is being utilized by the project team to manage project risks.
Issue Management	N/A	Risk Being Addressed	Risk Being Addressed	No Risk Identified	Observation: The Issue Management Plan has been approved by the Project Sponsors and is being utilized by the project team to manage project issues.
Quality Management	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	Observation/Risk: The project team is in the process of addressing the risks raised in previous QA assessments regarding the lack of a documented, effective approach to quality management.



Project Area	Summary <i>bluecrane</i> QA Assessment				
	Urgency	August 2012	September 2012	October 2012	Observations/Risks
		People			
Stakeholder Engagement	N/A	No Risk Identified	No Risk Identified	No Risk Identified	
Business Processes / System Functionality	N/A	Not Assessed	Not Assessed	Not Assessed	
Vendor Procurement	N/A	Risk	No Risk Identified	No Risk Identified	Observation: Vendor procurement is underway. No risks have been identified.
Contract Management / Deliverables Management	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	Observation/Risk: The project team is addressing the risk identified in previous QA assessments related to the lack of a documented approach to contract management.
Training and Training Facilities	N/A	Not Started	Not Started	Not Started	
Local Court Preparation	N/A	Not Started	Not Started	Not Started	
User Support	N/A	Not Started	Not Started	Not Started	



Project Area	Summary <i>bluecrane</i> QA Assessment				
	Urgency	August 2012	September 2012	October 2012	Observations/Risks
	Application				
Application Architecture	N/A	No Risk Identified	No Risk Identified	No Risk Identified	
Requirements Management	Serious Consideration	Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	Observation/Risk: A delay in the utilization of the requirements management tool is being addressed by AOC management.
Application Interfaces	N/A	No Risk Identified	No Risk Identified	No Risk Identified	
Tools	Serious Consideration	Not Started	Risk	Risk Being Addressed	Observation/Risk: A delay in the utilization of the requirements management tool is being addressed by AOC management.
Application Infrastructure	N/A	Not Started	Not Started	Not Started	
Implementation	N/A	Not Started	Not Started	Not Started	
Reporting	N/A	Not Started	Not Started	Not Started	
Testing	N/A	Not Started	Not Started	Not Started	



Project Area	Summary <i>bluecrane</i> QA Assessment				
	Urgency	August 2012	September 2012	October 2012	Observations/Risks
		Data			
Data Preparation	N/A	Not Started	Not Started	No Risk Identified	
Data Conversion	N/A	Not Started	Not Started	Not Started	
Data Security	N/A	Not Started	Not Started	Not Started	
		Infrastructure			
Headquarters Infrastructure	N/A	Not Started	Not Started	No Risk Identified	
Regional Infrastructure	N/A	Not Started	Not Started	No Risk Identified	
Partner Infrastructure	N/A	Not Started	Not Started	Not Started	
Technical Help Desk	N/A	Not Started	Not Started	Not Started	



Part 2: Review of *bluecrane* Approach

We began our Quality Assurance engagement for the AOC SC-CMS Project by developing an understanding of the project at a macro level. We started by analyzing the following five “Project Areas”:

- ***Project Management and Sponsorship***
- ***People***
- ***Application***
- ***Data***
- ***Infrastructure***

It is not our practice to duplicate Project Management activities by following and analyzing each task and each deliverable that our clients are tracking in their project management software (such as Microsoft Project). Rather, we identify those groups of tasks and deliverables that are key “signposts” in the project. While there are numerous tasks that may slip a few days or even weeks, get rescheduled, and not have a major impact on the project, there are always a number of significant “task groups” and deliverables which should be tracked over time because any risk to those items – in terms of schedule, scope, or cost – have a potentially significant impact on project success.

We de-compose the five Project Areas listed above into the next lower level of our assessment taxonomy. We refer to this next lower level as the “area of assessment” level. The list of areas of assessment grows over the life of the project. The following list is provided as an example of typical areas of assessment:

- ***Project Management and Sponsorship***
 - Governance
 - Scope
 - Schedule
 - Budget
 - Communication
 - Staffing and Project Facilities
 - Change Management
 - Risk Management
 - Issue Management
 - Quality Management
- ***People***
 - Stakeholder Engagement



- Business Processes/System Functionality
- Vendor Procurement
- Contract Management/Deliverables Management
- Training and Training Facilities
- Local Court Preparation
- User Support
- **Application**
 - Application Architecture
 - Requirements Management
 - Implementation
 - Application Interfaces
 - Application Infrastructure
 - Reporting
 - Testing
 - Tools
- **Data**
 - Data Preparation
 - Data Conversion
 - Data Security
- **Infrastructure**
 - Headquarters Infrastructure
 - Regional Infrastructure
 - Partner Infrastructure
 - Technical Help Desk

For each area of assessment within a Project Area, we document in our QA Dashboard our observations, any issues and/or risks that we have assessed, and our recommendations. For each area we assess activities in the following three stages of delivery:

- **Planning** – is the project doing an acceptable level of planning?
- **Executing** – assuming adequate planning has been done, is the project performing tasks in alignment with the plans the project has established?
- **Results** – are the expected results being realized? (A project that does a good job of planning and executing those plans, but does not realize the results expected by stakeholders, is a less than successful project. Ultimately, *results are what the project is all about!*)



Assessed status is rated at a macro-level using the scale shown in the table below.

Assessed Status	Meaning
Extreme Risk	Extreme Risk: a risk that project management must address or the entire project is at risk of failure; these risks are “show-stoppers”
Risk	Risk: a risk that is significant enough to merit management attention but not one that is deemed a “show-stopper”
Risk Being Addressed	Risk Being Addressed: a risk item in this category is one that was formerly red or yellow, but in our opinion, is now being addressed adequately and should be reviewed at the next assessment with an expectation that this item becomes green at that time
No Identified Risk	No Risk: “All Systems Go” for this item
Not Started	Not Started: this particular item has not started yet or is not yet assessed
Completed or Not Applicable	Completed/Not Applicable: this particular item has been completed or has been deemed “not applicable” but remains a part of the assessment for traceability purposes

We recognize that simultaneously addressing all risk areas identified at any given time is a daunting task – and not advisable. Therefore, we prioritize risk items in our monthly reports as:

1. Very Urgent Consideration
2. Urgent Consideration
3. Serious Consideration

Given the current phase of the SC-CMS Project, these priorities translate to:

1. Very Urgent Consideration – Potential Impact to the SC-CMS Vendor Procurement
2. Urgent Consideration – Potential Impact to Project’s Readiness for Implementation
3. Serious Consideration – Potential Impact to the Successful Management of the Project



Rating risks at the macro-level using the assessed status and urgency scales described above provides a method for creating a snapshot that project personnel and executive management can review quickly, getting an immediate sense of project risks. The macro-level ratings are further refined by describing in detail what the risk/issue is and what remedial actions are being taken/should be taken to address the risk/issue. The result is a framework for AOC SC-CMS management to evaluate project risks – in terms of business objectives and traditional project management tasks.

We summarize the *bluecrane* QA Dashboard in Part 1 of our monthly report for review with client executives and project management. Part 3 of our monthly report provides the detailed QA Dashboard with all of the elements described above.



Part 3: *bluecrane* Detailed Assessment Report for October 2012

<i>bluecrane</i> Quality Assurance Dashboard for the Washington AOC SC-CMS Project	
Project Area Summary	
Project Area	Highest Level of Assessed Risk
Project Management and Sponsorship	Risk Being Addressed
People	Risk Being Addressed
Application	Risk Being Addressed
Data	No Risk Identified
Infrastructure	No Risk Identified



Project Management and Sponsorship

Governance

Urgency - Not Applicable

Summary *bluecrane* QA Assessment

August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	No Risk Identified	No Risk Identified	Observation: The Governance Management Plan and Court User Work Group Charter have been approved by the project sponsors and JISC.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
Risk Being Addressed	No Risk Identified	No Risk Identified	Observation: The Governance Management Plan and Court User Work Group Charter have been approved by the Project Sponsors and JISC.	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified	
							QA will perform an assessment of the execution of the Governance Management plan as it is put into execution.				The SC-CMS Project Steering Committee has provided the project team with guidance during the COTS vendor procurement phase of the project.



Project Management and Sponsorship	Scope	Urgency - Not Applicable
------------------------------------	-------	--------------------------

Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	No Risk Identified	No Risk Identified	Observation: The Change Management Plan has been approved by the Project Sponsors.

Detailed <i>bluecrane</i> QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	
Risk Being Addressed	No Risk Identified	No Risk Identified	Observation: The Change Management Plan has been approved by the Project Sponsors.	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified		
							QA will perform an assessment of the execution of the Change Management plan as it is put into execution.				The project scope is currently defined by the business and technical requirements identified in the RFP. The system requirements and the associated scope will be further refined by the SC-CMS vendor when during validation of the RFP requirements.	



Project Management and Sponsorship	Schedule	Urgency - Not Applicable
------------------------------------	----------	--------------------------

Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk Being Addressed	No Risk Identified	<p>Observation/Risk 1: The project team is in the process of addressing the risks raised in previous QA assessments regarding the lack of a documented, effective schedule management approach.</p> <p>Observation/Risk 2: The project team has updated the SC-CMS project schedule to address the risk raised in previous QA assessments regarding a number of long duration tasks.</p>
			<p>Status of Activities Related to Observation/Risk 1: The Schedule Management Plan has been presented to the project sponsors for approval.</p> <p>Status of Activities Related to Observation/Risk 2: The project team has an assigned scheduler with the necessary skillset to create and maintain a comprehensive schedule. The project scheduler met with project team members to decompose project activities to a greater level of detail and to add a number of additional tasks to the schedule. The SC-CMS Project Schedule has been updated to reflect the decomposed tasks.</p>

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
Risk Being Addressed	Risk Being Addressed	No Risk Identified	Observation/Risk: The project team is addressing the risks raised in previous QA assessments regarding the lack of a documented, effective schedule management approach.	Risk Being Addressed	Risk Being Addressed	No Risk Identified	Observation/Risk: The project team has updated the SC-CMS project schedule to address the risk raised in previous QA assessments regarding a number of long duration tasks.	No Risk Identified	No Risk Identified	No Risk Identified	
			Status: The Schedule Management Plan has been presented to the Project Sponsors for review and approval.				Status of Activities Related to Observation/Risk: The project team has an assigned scheduler with the necessary skillset to create and maintain a comprehensive schedule. The project scheduler met with project team members to decompose project activities to a greater level of detail and to add a number of additional tasks to the schedule. The SC-CMS Project Schedule has been updated to reflect the decomposed tasks.				The project is utilizing a schedule to organize, assign, and track project work. Currently there are no significant tasks behind schedule.



Project Management and Sponsorship	Budget	Serious Consideration
------------------------------------	--------	-----------------------

Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	Observation/Risk: The project team is in the process of addressing the risks raised in previous QA assessments regarding the lack of a documented, effective approach to management of cost and budget.
			Status: The Cost Management Plan has been presented to the project sponsors for approval.

Detailed <i>bluecrane</i> QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	Observation/Risk: The project team is in the process of addressing the risks raised in previous QA assessments regarding the lack of a documented, effective approach to management of cost and budget.	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified		
			Status: The Cost Management Plan has been presented to the Project Sponsors for review and approval.				QA will perform an assessment of the execution of the Cost Management plan after it has been put into execution.				The SC-CMS project budget has been developed and is being maintained.	



Project Management and Sponsorship	Communication	Urgency - Not Applicable
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Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	<p>Observation: The project has developed and published a Communications Management Plan.</p> <p>Status: The Communications Management Plan contains an approach for both internal and external communications activities. Internal communication activities include project status reports, performance reports, and project team meetings. External communications are used to inform stakeholders and end-users in particular, of project activities that will affect them.</p> <p>Project status is communicated primarily orally in various project meetings. A project status report is developed bi-weekly but published only to the project library.</p>

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
No Risk Identified	No Risk Identified	No Risk Identified	<p>Observation: The project has developed and published a Communications Management Plan.</p> <p>Status: The project has developed and published a Communications Management Plan. The Communications Management Plan contains an approach for both internal and external communications activities. Internal communication activities include project status reports, performance reports, and project team meetings. External communications are used to inform stakeholders and end-users in particular, of project activities that will affect them.</p>	Not Assessed	Not Assessed	No Risk Identified	<p>Project status is communicated primarily orally in several project meetings including the Project Steering Committee Meeting, the AOC Management Advisory Team Meeting, and the Project Team Meeting. A project status report is developed bi-weekly but published only to the project library.</p>	Not Assessed	Not Assessed	No Risk Identified	<p>Communication between project team members, between the SC-CMS project and other areas of AOC, and between the SC-CMS project and external stakeholders provides adequate exchange of information to coordinate and complete project activities on schedule. Communication issues are typically resolved through additional ad-hoc meetings and by documenting additional information.</p>



Project Management and Sponsorship

Staffing and Project Facilities

Serious Consideration

Summary *bluecrane* QA Assessment

August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk	Risk Being Addressed	<p>Observation/Risk 1: The risk due to a lack of business analysts with deep court business process knowledge is being addressed.</p> <p>Observation 2: The project team has begun to address the risk raised in previous QA assessments related to the Staffing Management Plan.</p>
			<p>Impact of Observation/Risk 1: Business analysts are skilled at understanding, documenting, and making improvements to business processes as well as developing and documenting business requirements and ensuring that system designs meet requirements and effectively support the business. Although business analysts have good analysis skills, the lack of deep court business process knowledge may result in requirements or design documents that do not adequately capture the needs of the business. Additionally, analysis and design activities may take longer than expected because of the need for business analysts to obtain additional information from other resources.</p> <p>Recommendation for Observation/Risk 1: The project's court business process knowledge can be increased in several ways. One method is by providing training for the business analysts and other project team members by court personnel who walk through the business processes in sessions at AOC. Another method is to assign business analysts to shadow workers at a court for several weeks to gain first-hand knowledge of the work. A third method is to augment the project team with court personnel on temporary assignment to function as subject matter experts. Involving business analysts with court personnel in one of these three ways has the added benefit of establishing relationships between the project team and the courts.</p> <p>Status of Observation 1: The SC-CMS and COTS-Prep projects have recently added business analysts with extensive court business process and system experience and knowledge to their projects. Additionally, the SC-CMS and CBO business analysts have been making site visits to courts to gain a more thorough understanding of court processes and the auxiliary systems being used in the courts to augment the existing systems.</p> <p>Status of Observation 2: The Staffing Management Plan has been presented to the project sponsors for approval.</p>



Project Management and Sponsorship

Staffing and Project Facilities
(continued)

Serious Consideration

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	<p>Observation/Risk: The project team has begun to address the risk raised in previous QA assessments regarding the project's Staffing Management Plan.</p>	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	Risk	Risk Being Addressed	<p>Observation/Risk: Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities.</p>
			<p>Status: The Staffing Management Plan has been presented to the Project Sponsors for review and approval.</p>				<p>Status: The Staffing Management Plan has been presented to the Project Sponsors for review and approval.</p>				<p>Impact of Observation/Risk 1: Business analysts are skilled at understanding, documenting, and making improvements to business processes as well as developing and documenting business requirements and ensuring that system designs meet requirements and effectively support the business. Although business analysts have good analysis skills, the lack of deep court business process knowledge may result in requirements or design documents that do not adequately capture the needs of the business. Additionally, analysis and design activities may take longer than expected because of the need for business analysts to obtain additional information from other resources.</p> <p>Recommendation for Observation/Risk 1: The project's court business process knowledge can be increased in several ways. One method is by providing training for the business analysts and other project team members by court personnel who walk through the business processes in sessions at AOC. Another method is to assign business analysts to shadow workers at a court for several weeks to gain first-hand knowledge of the work. A third method is to augment the project team with court personnel on temporary assignment to function as subject matter experts. Involving business analysts with court personnel in one of these three ways has the added benefit of establishing relationships between the project team and the courts.</p> <p>Status of Observation 1: The SC-CMS and COTS-Prep projects have recently added business analysts with extensive court business process and system knowledge to their projects. Additionally, the SC-CMS and CBO business analysts have been making site visits to courts to gain a more</p>



Project Management and Sponsorship

Change Management

Urgency – Not Applicable

Summary *bluecrane* QA Assessment

August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk Being Addressed	No Risk Identified	Observation: The Change Management Plan has been approved by the Project Sponsors and is being utilized by the project team to manage changes to scope, schedule, and budget.
			Status: The Change Management Plan was approved by the Project Sponsors in September.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
Risk Being Addressed	Risk Being Addressed	No Risk Identified	Observation: The Change Management Plan has been approved by the Project Sponsors.	Not Assessed	Not Assessed	Not Assessed		No Risk Identified	No Risk Identified	No Risk Identified	
			Status: The Change Management Plan was approved by the Project Sponsors in September.				QA will perform an assessment of the execution of the Change Management Plan as it is put into execution.				



Project Management and Sponsorship	Risk Management	Urgency – Not Applicable
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Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk Being Addressed	No Risk Identified	<p>Observation: The Risk Management Plan has been approved by the Project Sponsors and is being utilized by the project team to manage project risks.</p>
			<p>Status: The project conducted a risk identification session in September.</p>

Detailed <i>bluecrane</i> QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	
Risk Being Addressed	Risk Being Addressed	No Risk Identified	<p>Observation: The Risk Management Plan has been approved by the Project Sponsors and is being utilized by the project team to manage project risks.</p>	Risk Being Addressed	Risk Being Addressed	No Risk Identified		No Risk Identified	No Risk Identified	No Risk Identified		
			<p>Status: The Risk Management Plan was approved by the Project Sponsors in September.</p>				<p>Status: The project team conducted a risk identification session in September.</p>				<p>Several risks are currently being tracked but expectations for risk outcomes have not been set with stakeholders through the regular review of risks in status update meetings and project reports.</p>	



Project Management and Sponsorship

Issue Management

Urgency – Not Applicable

Summary *bluecrane* QA Assessment

August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk Being Addressed	No Risk Identified	Observation: The Issue Management Plan has been approved by the Project Sponsors and is being utilized by the project team to manage project issues.
			Status: The project team is identifying and tracking issues consistent with the Issue Management Plan.

Detailed *bluecrane* QA Assessment

Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
Risk Being Addressed	Risk Being Addressed	No Risk Identified		Risk Being Addressed	Risk Being Addressed	No Risk Identified		Not Assessed	Not Assessed	No Risk Identified	
Status: The Issue Management Plan was approved by the Project Sponsors in September.				Status: The project team is identifying and tracking issues consistent with the Issue Management Plan.							



Project Management and Sponsorship	Quality Management	Serious Consideration
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Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	<p>Observation/Risk: The project team is in the process of addressing the risks raised in previous QA assessments regarding the lack of a documented, effective approach to quality management.</p>
			<p>Status: The Quality Management Plan has been presented to the Project Sponsors for review and approval.</p>

Detailed <i>bluecrane</i> QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	<p>Observation/Risk: The project team is in the process of addressing the risks raised in previous QA assessments regarding the lack of a documented, effective approach to quality management.</p>	Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed		
			<p>Status: The Quality Management Plan has been presented to the Project Sponsors for review and approval.</p>				<p>QA will perform an assessment of the execution of the Quality Management Plan after execution of the Plan begins.</p>				<p>Quality metrics are not being tracked by the project at this time. Therefore, there is insufficient information to perform an assessment of project quality.</p>	



People	Stakeholder Engagement	Urgency - Not Applicable
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Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	
			Status: Stakeholder engagement and organizational change management activities are underway.

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
No Risk Identified	No Risk Identified	No Risk Identified		Risk Being Addressed	No Risk Identified	No Risk Identified		Not Assessed	Not Assessed	Not Assessed	
			Status: Stakeholder engagement and organizational change management activities are underway.				Status: Stakeholder engagement and organizational change management activities are underway.				The project has been engaging stakeholders through the RFP Steering Committee and information exchanges at meetings of the Clerks, Judges, and Administrators Associations.



People	Business Processes / System Functionality	Urgency - Not Applicable
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Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Not Assessed	Not Assessed	Not Assessed	
			<p>Status: The Court Business Office (CBO) is performing analysis and validation of the business processes. The business processes will be presented to the Court User Work Group (CUWG) for approval in parallel with the analysis and validation activities. This work is underway and is planned to be completed in January 2013</p>

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed	
			The CBO is planning to perform analysis and validation of the business processes. The business processes will be presented to the Court User Work Group for approval in parallel with the analysis and validation activities. This work is planned to begin at the end of August and is planned to be completed in January 2013.				There has been insufficient activity to assess progress with respect to the execution of business process and system functionality activities.				There has been insufficient activity to assess progress with respect to the execution of business process and system functionality activities.



People	Vendor Procurement	Urgency - Not Applicable
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Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk	No Risk Identified	No Risk Identified	Observation: Vendor procurement is underway. No risks have been identified.

Detailed <i>bluecrane</i> QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	
Risk	No Risk Identified	No Risk Identified	Observation: Vendor procurement is underway. No risks have been identified.	Risk	Risk	No Risk Identified	Observation: Vendor procurement is underway. No risks have been identified.	No Risk Identified	No Risk Identified	No Risk Identified	The evaluators have completed scoring of the SC-CMS proposals. Vendor demos were conducted for two vendors in October on schedule.	



People	Contract Management / Deliverables Management	Serious Consideration
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Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	<p>Observation/Risk: The project team is addressing the risk identified in previous QA assessments related to the lack of a documented approach to contract management.</p>
			<p>Status: The development of the Deliverables Management Plan is underway. A responsibility assignment matrix is being used to identify responsibilities of project team members in reviewing and approving vendor deliverables.</p>

Detailed <i>bluecrane</i> QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	<p>Observation/Risk: The project team is addressing the risk identified in previous QA assessments related to the lack of a documented approach to contract management.</p>	Not Assessed	Not Assessed	Not Assessed		Not Assessed	Not Assessed	Not Assessed		
			<p>Status: The development of the Deliverables Management Plan is underway. A responsibility assignment matrix is being used to identify responsibilities of project team members in reviewing and approving vendor deliverables.</p>				QA will perform an assessment of the execution of the Deliverables Management Plan after execution of the Plan begins.					



Application	Application Architecture	Urgency - Not Applicable
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Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	
			The SC-CMS Architecture Plan is being updated to identify information known at this point. The remaining areas will be updated after the vendor has begun execution of the contract.

Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
No Risk Identified	No Risk Identified	No Risk Identified		Not Started	Not Started	Not Started		Not Started	Not Started	Not Started	
			The SC-CMS Architecture Plan is being updated to identify information known at this point. The remaining areas will be updated after the vendor has begun execution of the contract.				Technical requirements have been developed and are specified in the SC-CMS vendor RFP. The SC-CMS Architecture Plan is being updated to identify information known at this point. The remaining areas will be updated after the vendor has begun execution of the contract.				Technical requirements have been developed and are specified in the SC-CMS vendor RFP.



Application	Requirements Management	Serious Consideration
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Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Risk Being Addressed	Risk Being Addressed	Risk Being Addressed	<p>Observation/Risk: A delay in the utilization of the requirements management tool is being addressed by AOC management.</p>
			<p>Impact: Significant delays to project milestones may ensue if the use of the requirements management tool, Rational Requirements Composer (RRC), is delayed.</p> <p>Background: (1) RRC has been selected as the tool for managing requirements, and AOC has purchased licenses for the tool. (2) There is a desire that the SC-CMS project use the AOC enterprise requirements management processes, which were not yet fully defined.</p> <p>Status: A decision was made in October to have the SC-CMS business analyst configure the requirements management tool using the information gathered in a series of prior sessions that defined the enterprise design for managing requirements. This approach leverages the enterprise approach while moving forward with the implementation of the requirements management tool for SC-CMS. The tasks to configure the tool are being closely monitored by the project to ensure that the tool will be ready for use by the CBO in November to document refined requirements.</p>



Application	Requirements Management (continued)	Serious Consideration
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Detailed <i>bluecrane</i> QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
Risk Being Addressed	Risk	Risk Being Addressed	<p>Observation/Risk: A delay in the utilization of the requirements management tool is being addressed by AOC management.</p> <p>Impact: Significant delays to project milestones may ensue if the use of the requirements management tool, Rational Requirements Composer (RRC), is delayed.</p> <p>Background: (1) RRC has been selected as the tool for managing requirements, and AOC has purchased licenses for the tool. (2) There is a desire that the SC-CMS project use the AOC enterprise requirements management processes, which were not yet fully defined.</p> <p>Status: A decision was made in October to have the SC-CMS business analyst configure the requirements management tool using the information gathered in a series of prior sessions that defined the enterprise design for managing requirements. This approach leverages the enterprise approach while moving forward with the implementation of the requirements management tool for SC-CMS. The tasks to configure the tool are being closely monitored by the project to ensure that the tool will be ready for use by the CBO in November to document refined requirements.</p>	Not Started	Not Started	No Risk Identified	<p>Business requirements have been developed and are specified in the COTS vendor RFP. The CBO and Court User Work Group will review business requirements and business processes beginning in December.</p>	Not Started	Not Started	Not Started	



Application	Application Interfaces	Urgency - Not Applicable
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Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
No Risk Identified	No Risk Identified	No Risk Identified	
			Status: The INH and COT- Prep Application are defining and preparing interfaces using the information currently available. Additional activities will be planned and executed when the SC-CMS vendor contract has been awarded and further definition of SC-CMS interface requirements are made available.

Detailed <i>bluecrane</i> QA Assessment												
Project Planning				Project Execution				Achievement of Expected Results				
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	
No Risk Identified	No Risk Identified	No Risk Identified		Not Started	Not Started	Not Started		No Risk Identified	No Risk Identified	No Risk Identified		
			Status: The INH and COT- Prep Application are defining and preparing interfaces using the information currently available. Additional activities will be planned and executed when the SC-CMS vendor contract has been awarded and further definition of SC-CMS interface requirements are made available.				Status: The INH and COT- Prep Application are defining and preparing interfaces using the information currently available. Additional activities will be planned and executed when the SC-CMS vendor contract has been awarded and further definition of SC-CMS interface requirements are made available.				Progress is continuing on the development of the Superior Court Data Exchange (SCDX) and INH modules that will provide the interface between SC CMS and the other AOC systems.	



Application	Tools	Serious Consideration
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August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Not Started	Risk	Risk Being Addressed	<p>Observation/Risk: A delay in the utilization of the requirements management tool is being addressed by AOC management.</p> <p>Impact: Significant delays to project milestones may ensue if the use of the requirements management tool, Rational Requirements Composer (RRC), is delayed.</p> <p>Background: (1) RRC has been selected as the tool for managing requirements, and AOC has purchased licenses for the tool. (2) There is a desire that the SC-CMS project use the AOC enterprise requirements management processes, which were not yet fully defined.</p> <p>Status: The SC-CMS business analyst is configuring RCC using the information gathered in a series of sessions that defined the requirements for managing requirements. This approach leverages what is available from the enterprise approach while moving forward with RCC as a requirements management tool for SC-CMS. The configuration tasks are being closely monitored by the project to ensure that the tool will be ready for use by the CBO in November to document the refined requirements.</p>



Application	Tools (continued)	Urgency - Not Applicable
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Detailed bluecrane QA Assessment											
Project Planning				Project Execution				Achievement of Expected Results			
August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment	August 2012	September 2012	October 2012	Assessment
Not Started	Risk	Risk Being Addressed	<p>Observation/Risk: A delay in the utilization of the requirements management tool is being addressed by AOC management.</p> <p>Impact: Significant delays to project milestones may ensue if the use of the requirements management tool, Rational Requirements Composer (RRC), is delayed.</p> <p>Background: (1) RRC has been selected as the tool for managing requirements, and AOC has purchased licenses for the tool. (2) There is a desire that the SC-CMS project use the AOC enterprise requirements management processes, which were not yet fully defined.</p> <p>Status: The SC-CMS business analyst is configuring RCC using the information gathered in a series of sessions that defined the requirements for managing requirements. This approach leverages what is available from the enterprise approach while moving forward with RCC as a requirements management tool for SC-CMS. The configuration tasks are being closely monitored by the project to ensure that the tool will be ready for use by the CBO in November to document the refined requirements.</p>	Not Started	Not Started	Not Started		Not Started	Not Started	Not Started	



Summary <i>bluecrane</i> QA Assessment			
August 2012	September 2012	October 2012	Observations/Risks ----- Assessment/Recommendation(s)/Status
Data			
Not Started	Not Started	No Risk Identified	Observation: The Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in data stored in JIS.
Not Started	Not Started	Not Started	
Not Started	Not Started	Not Started	
Infrastructure			
Not Started	Not Started	No Risk Identified	
Not Started	Not Started	No Risk Identified	
Not Started	Not Started	Not Started	



MANAGEMENT CONSULTING
FOR
STATE AND LOCAL
GOVERNMENTS

QUALITY ASSURANCE (QA)

PROJECT OVERSIGHT

*INDEPENDENT VERIFICATION
AND VALIDATION (IV&V)*

PROJECT MANAGEMENT

RISK REDUCTION

TECHNOLOGY ALIGNMENT

**Quality
Assurance
Spotlight
Report**

for the
State of Washington

**Administrative
Office of the
Courts (AOC)**

**SC-CMS
Project**

**Vendor
Preparation
Activities**

October 31, 2012

Prepared by
Bluecrane, Inc.



bluecrane®



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

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AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

1. EXECUTIVE SUMMARY

1.1 Introduction

This “QA Spotlight Report” is an update to the *bluecrane* “QA Spotlight Report” that we provided at the end of September. The purpose of this QA Spotlight Report is to identify and assess SC-CMS Project activities that should be performed **prior to arrival of the SC-CMS vendor**.

Vendor preparation activities ensure that:

- Processes are in place for successful management of the vendor.
- The vendor has the information necessary to begin work on various aspects of the project.
- The project team and subject matter experts (SMEs) are prepared to participate in the vendor requirements validation and design sessions.

1.2 Assessment Results

The key observations and conclusions of this report are:

- AOC took the following actions related to the risks identified in the September Preparation for Vendor Spotlight report:
 - The Rational Requirements Composer product is being configured by an SC-CMS business analyst using the results of several enterprise requirements management sessions that were conducted over the last several months. The configuration work is scheduled to be completed in time for the CBO to utilize the configured tool to complete their requirements analysis work. This approach has addressed the risk identified in September concerning the unavailability of a requirements management tool. The project and QA will monitor progress in this area in October.
 - Business analysts with extensive court process and system knowledge were added to the SC-CMS and COTS-Prep projects. Business analysts are making site visits to courts to better understand the court processes and usage of the existing AOC and court systems in support of the court processes. These two actions have reduced the risk identified in September concerning the lack of business analysts with in-depth court process and system knowledge.
- The SC-CMS Project team continues to make progress on the numerous activities underway at AOC to prepare for the SC-CMS vendor.



Washington Administrative Office of the Courts
Quality Assurance Professional

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

- Of the thirty-one (31) areas of activity that *bluecrane* assessed, twenty-eight (28) are assessed as “No Identified Risk” and the remaining three (3) are assessed as “Risk Being Addressed.”

The result of this spotlight assessment has been documented in *bluecrane*'s October month-end QA report to AOC.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival
Assessment Date: October 31, 2012

1.3 Dashboard Summary of Assessment

Area	QA Assessment of:			Comments
	Planning	Execution	Results	
Infrastructure and Data Preparation				
AOC Preparation				
AOC Infrastructure	No Identified Risk	No Identified Risk	Not Started	Observation: No risk identified
AOC Interfaces to internal applications	Risk Being Addressed	No Identified Risk	Not Started	Observation: Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities.
AOC Interfaces to outside agencies	No Identified Risk	Not Started	Not Started	Observation: No risk identified
AOC Applications	No Identified Risk	Not Started	Not Started	Observation: No risk identified
AOC Data preparation	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Information Technology Standards	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Courts Preparation				
Pilot Identification	No Identified Risk	Not Started	Not Started	Observation: No risk identified
County rolling wave implementation	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Local court Infrastructure	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Local court Interfaces	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Local court applications	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Local court data preparation	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Local court business processes	No Identified Risk	Not Started	Not Started	Observation: No risk identified



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival
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Area	QA Assessment of:			Comments
	Planning	Execution	Results	
Integrated Management				
Project Management				
Project Management Processes	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Project Governance	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Project Communication	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Contract and Deliverable Management				
Pre-defined Acceptance Criteria	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Deliverable Review and Approval Process	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Defect Tracking Process	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Tracking Tools				
Project Tracking	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Requirements Tracking	Risk Being Addressed	Not Started	Not Started	Observation: Delay in utilization of selected requirements management tool may delay critical path tasks which may in turn delay the start of Phase 2
Deliverable Tracking	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Defect Tracking	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Test Script Tracking	Risk Being Addressed	Not Started	Not Started	Observation: Delay in utilization of selected requirements management tool may delay critical path tasks which may in turn delay the start of Phase 2
Project Library	No Identified Risk	Not Started	Not Started	Observation: No risk identified



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival
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Area	QA Assessment of:			Comments
	Planning	Execution	Results	
Requirements, System Functionality and Business Processes Preparation				
Baseline Business Process Cohesion	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Business Process Documentation	No Identified Risk	Not Started	Not Started	Observation: No risk identified
UAT Test Scripts	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Reporting, Forms, and Correspondence	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Security Functionality	No Identified Risk	Not Started	Not Started	Observation: No risk identified
User Interface Standards	No Identified Risk	Not Started	Not Started	Observation: No risk identified
Facilities Preparation				
Office Space	Not Started	Not Started	Not Started	Observation: No assessment has been performed in this area.
Meeting rooms	Not Started	Not Started	Not Started	Observation: No assessment has been performed in this area.
Testing Rooms	Not Started	Not Started	Not Started	Observation: No assessment has been performed in this area.
Training Rooms	Not Started	Not Started	Not Started	Observation: No assessment has been performed in this area.

AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

2. ASSESSMENT METHODOLOGY

2.1 Stage of Delivery

As with the monthly QA report, for each area of the assessment, we assess activities in the following three stages of delivery:

- **Planning (P)** – is the project doing an acceptable level of planning?
- **Executing (E)** – assuming adequate planning has been done, is the project performing tasks in alignment with the plans the project has established?
- **Results (R)** – are the expected results being realized? (A project that does a good job of planning and executing those plans, but does not realize the results expected by stakeholders, is a less than successful project. Ultimately, results are what the project is all about!)

2.2 Risk Assessment Ratings

For each area of assessment, we classify our observations, identified risks, and identified issues into one of the following five groups rated at a macro-level using the scale shown in the table below.

Assessed Status	Meaning
Extreme Risk	Extreme Risk: a risk that project management must address or the entire project is at risk of failure; these risks are “show-stoppers”
Risk	Risk: a risk that is significant enough to merit management attention but not one that is deemed a “show-stopper”



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Assessed Status	Meaning
Risk Being Addressed	Risk Being Addressed: a risk item in this category is one that was formerly red or yellow, but in our opinion, is now being addressed adequately and should be reviewed at the next assessment with an expectation that this item becomes green at that time
No Identified Risk	No Risk: "All Systems Go" for this item
Not Started/ Not Assessed	Not Started: this particular item has not started yet or is not yet assessed
Completed or Not Applicable	Completed/Not Applicable: this particular item has been completed or has been deemed "not applicable" but remains a part of the assessment for traceability purposes



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival
Assessment Date: October 31, 2012

3. DETAILED RISK ASSESSMENT

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Infrastructure and Data Preparation						
AOC Preparation						
AOC Infrastructure			No Identified Risk	No Identified Risk	Not Started	Observation: No risk identified
	Prepare infrastructure including network, servers, desktop workstations, and printers at AOC	COTS-Prep Infrastructure				Status Planning, analysis, and implementation activities continue. AOC is working with Consolidated Technology Services (CTS) to increase network capacity to six court sites. AOC is also in the process of identifying Service Level Agreements (SLAs) that will be analyzed for adequacy. Some infrastructure preparation activities are on hold until vendor requirements are known.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
AOC Interfaces to internal applications			Risk Being Addressed	No Identified Risk	Not Started	Observation: Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities.
	Add or modify AOC application interfaces to support SC-CMS. Prepare documentation to provide to vendor for each interface.	COTS-Prep Application Inter-Networking Hub (INH)				Status COTS-Prep: Planning and analysis activities are continuing. Currently documenting existing systems that will potentially interface with SC-CMS and identifying data items that may need transformation due to format or content changes. Lack of business analysts with deep court business process knowledge may impact the quality and/or duration of analysis activities. Some activities are on hold until vendor system interface requirements are known.
						INH: The INH Project is continuing with design and implementation activities. Potential technical resource constraints are being addressed. A software developer with knowledge of the Java Jagacy 3270 "screen-scraping" product has been hired and will start in October. SC-CMS requirements for INH services have been finalized and agreed upon by both projects. Approaches are being developed for data items identified by COTS-Prep that will require transformation. Examples are 1) the case type field which may likely have a different format or may have additional case types and 2) name field which is one field in JIS but may be three separate fields in SC-CMS.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
AOC Interfaces to outside agencies			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Add or modify AOC interfaces to external agencies to support SC-CMS. Prepare documentation to provide to vendor for each interface.	INH				Status Planning and analysis activities are continuing. Some interfaces to outside agencies will not change because they are linked to JIS. Some interfaces will be provided by INH. AOC IT Operations maintains a list of integrations with outside agencies.
AOC Applications			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Modify AOC applications as necessary to support SC-CMS	COTS-Prep Application				Status The COTS-Prep Application project is Identifying known and potential impacts to applications and associated data repositories as noted above in status of AOC Interfaces.
AOC Data preparation			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Initiate data preparation for incorrect data, invalid data, and missing data	Data Quality Coordinator				Status The Data Quality Coordinator will coordinate preparation of data in AOC and local court applications. One of the activities is the development of a data profiling report which will identify anomalies in data stored in JIS. These efforts will be coordinated with the data transformation activities identified for the interface and application areas above.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Information Technology Standards			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Document architecture and software development standards with which the vendor must comply	SC-CMS Architect				Status AOC has defined system architecture and application standards in the SC-CMS RFP. The system architecture will be defined in detail by the vendor after the vendor contract has been awarded.
Courts Preparation						
Pilot Identification			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Identification of Pilot Courts	Business Liaison				Status A solicitation will be conducted to identify courts that are interested in participating as one of the two courts that will pilot the SC-CMS application prior to beginning the full rollout of the courts.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
County rolling wave implementation			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Coordination of preparation activities and responsible parties in courts for the rolling wave implementation	Organizational Change Management (OCM)				<p>Status</p> <p>The Organizational Change Management (OCM) team is responsible for coordinating both OCM and technical readiness activities at the courts. OCM activities focus on helping users of the new system understand and accept the changes and impacts to their work. Technical readiness activities focus on making modifications to the local court infrastructure, applications, and interfaces that are necessary to implement SC-CMS. A readiness tool was sent to courts in January, 2012 to help courts plan for the upcoming implementation. The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.</p>



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Local court Infrastructure			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Prepare infrastructure of network, servers, desktop, and printers prior to vendor arrival	Courts OCM (coordinate)				Status The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.
Local court Interfaces			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Add or modify court and/or county interfaces to support SC-CMS. Prepare documentation to provide to vendor for each interface.	Courts OCM (coordinate)				Status The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Local court applications			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Modify court and county applications to support SC-CMS	Courts OCM (coordinate) CBO				<p>Status The OCM team is coordinating efforts at AOC to establish a single point of contact at AOC and a single point of contact at each of the counties that would focus communications, requests, and activities that involve court personnel so that courts do not receive similar or conflicting requests for information or participation from separate areas in AOC.</p> <p>The CBO in collaboration with the OCM team and the SC-CMS Architect will assist with the coordination of soliciting and collecting information from the courts regarding local court applications to get a complete picture of the court's systems and IT environment. This information will potentially be used to determine the court's characteristics for the purposes of configuring the SC-CMS system for the court.</p>
Local court data preparation			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Initiate data preparation in court and/or county applications for incorrect data, invalid data, and missing data	Courts OCM (coordinate)				<p>Status The OCM team is preparing a follow-on survey to courts that will be used to assess the scope of work required to implement SC-CMS in each county.</p>



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Local court business processes			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Modification of court business processes required to implement SC-CMS and for desired process improvements	Courts CBO (coordinate)				Status The Court User Work Group (CUWG) is being formed and the first meeting has been targeted for early November. The CBO will review with the CUWG the As-Is business processes to ensure a baseline understanding of the current processes. The As-Is will be used as the baseline information to then develop the To-Be business processes. The To-Be business processes will include the requirements describing the desired features and functions. The To-Be business processes will be used as the basis for a gap analysis once the SC-CMS vendor is engaged.
Integrated Management						
Project Management						
Project Management Processes			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Develop the approach for merging AOC project management processes with vendor project management processes	SC-CMS Project Office				Status The current set of project management plans will be updated to include vendor participation after the SC-CMS vendor contract has been awarded.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival
Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Project Governance			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Develop the approach for project, system functionality, and technical decision-making in conjunction with vendor	SC-CMS Project Office CBO				<p>Status Project Office: The current Governance Plan will be updated to identify vendor participation after the SC-CMS vendor contract has been awarded.</p> <p>CBO: The CUWG Charter identifies a consensus model for making system functionality decisions during the vendor requirements validation and design sessions. If multiple simultaneous vendor sessions are required the CUWG will modify the decision model to accommodate multiple CUWG groups.</p>
Project Communication			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Implement regular, routine meetings and status reports providing integrated updates of vendor and state activities and milestones	SC-CMS Project Office				<p>Status The current Communication Management Plan will be updated to identify vendor participation after the SC-CMS vendor contract has been awarded.</p>



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Contract and Deliverable Management						
Pre-defined Acceptance Criteria			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Prepare outlines and initial drafts of deliverable expectation documents	SC-CMS Project Team				Status The SC-CMS project team will prepare Deliverable Expectation Documents (DEDs) for each vendor deliverable. The DEDs will describe the requirements that each deliverable must meet to be approved.
Deliverable Review and Approval Process			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Define and document roles and processes to review and accept vendor deliverables including software and documents	SC-CMS Project Office				Status The Deliverable Management Plan under development will describe the process of how members of the SC-CMS project team, the CBO, the CUWG, SC-CMS sponsors, AOC staff and management and other stakeholders will participate in review and approval of vendor deliverables. The Deliverable Management Plan will contain a RACI matrix showing the level of participation by SC-CMS stakeholders.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Defect Tracking Process			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Develop approach for tracking defects for software and other deliverables and monitoring progress with specific metrics	SC-CMS Project Office				Status The Deliverable Management Plan will describe the process for recording, tracking, and managing deliverable defects.
Tracking Tools						
Project Tracking			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Implement tools for tracking schedule, budget, changes, risks, issues, resources, and decisions	SC-CMS Project Office				Status The tools that will be used to support project management processes for the SC-CMS project are being implemented. The same set of tools will be used when the vendor joins the project.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival
Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Requirements Tracking			Risk Being Addressed	Not Started	Not Started	Observation: In September a risk had been identified that a delay in utilization of the selected requirements management tool might delay critical path tasks which may in turn delay the start of Phase 2.
	Implement a tool for tracking changes to requirements, status of requirements, and traceability of requirements	CBO				Status Rational Requirements Composer (RRC) has been selected as the tool for managing requirements, and AOC has purchased licenses for the tool. However, there is a desire that the SC-CMS project use the AOC enterprise requirements management processes, which have not been defined yet. A decision was made by the AOC CIO in October for the SC-CMS business analyst to configure RCC for use by the CBO and SC-CMS Project. The business analyst will attempt to use as much of the previously defined enterprise requirements management definitions as possible. Currently the RCC configuration work is underway and on schedule.
Deliverable Tracking			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Implement a tool for tracking of software, document, and service deliverables - receipt, review, approval, status, etc. to support the deliverable management process	SC-CMS Project Office				Status The Deliverable Management Plan under development will identify a tool to be used to track deliverables. The implementation of the deliverable tracking tool is planned for prior to vendor arrival.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Defect Tracking			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Implement a tool for tracking defects identified for software, documents, and service deliverables to support the deliverable management process	SC-CMS Project Office				Status The Deliverable Management Plan under development will identify a tool to be used to track defects. The implementation of the defect tracking tool is planned for prior to vendor arrival.
Test Script Tracking			Risk Being Addressed	Not Started	Not Started	Observation: In September a risk had been identified that a delay in utilization of the selected requirements management tool might delay critical path tasks which may in turn delay the start of Phase 2.
	Implement a tool to document, manage, and track User Acceptance Testing test scripts	SC-CMS Quality Assurance Lead				Status The Quality Assurance (QA) team will develop UAT test scripts to test that the RFP requirements have been met by the implementation of SC-CMS. The test scripts will be managed using the Rational Requirements Composer (RCC) tool which is currently being configured (see Requirements Management above).



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival
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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Project Library			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Implement a project library tool for management of project documents including those developed both by state and vendor resources	SC-CMS Project Office				Status Microsoft SharePoint has been selected as the tool to manage project documentation. The SC-CMS Project Office and Organizational Change Management teams are designing changes to the SC-CMS SharePoint site to incorporate structure for state and vendor deliverables.
Requirements, System Functionality and Business Processes Preparation						
Baseline Business Process Cohesion			No Identified Risk	Not Started	Not Started	Observation: No risk identified



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
	Obtain agreement by subject matter experts (SMEs) on baseline requirements, system functionality, and business processes prior to vendor arrival	CBO Court User Workgroup (CUWG)				<p>Status The members of the CUWG have been designated as the SMEs who will participate in the vendor requirements validation sessions and SC-CMS design sessions and have been given authority to make all decisions regarding requirements, system functionality, and business processes.</p> <p>CUWG meetings are planned starting in November. The CBO will review with the CUWG the As-Is business processes to ensure a baseline understanding of the current processes. The As-Is will be used as the baseline model for the development of the To-Be business processes.</p>
						<p>The To-Be business processes will include the requirements describing the desired features and functions. The CBO will also elicit local processes that can be standardized to be included into the To-Be process baseline.</p> <p>The To-Be business processes will be used as the basis for a gap analysis once the SC-CMS vendor is engaged. The baselined To-Be processes may also be used by the courts to prepare for implementation by checking alignment and documenting differences from the baseline.</p>



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Business Process Documentation			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Develop baselined court business process documentation	CBO CUWG				<p>Status As noted above in the Business Process Cohesion section, the CBO and the CUWG will review and validate the As-Is business processes and subsequently develop and baseline the To-Be business processes.</p> <p>The To-Be business processes will include the requirements describing the desired features and functions. The CBO will also elicit local processes that can be standardized to be included into the To-Be process baseline.</p> <p>The To-Be business processes will be used as the basis for a gap analysis once the SC-CMS vendor is engaged. The baselined To-Be processes may also be used by the courts to prepare for implementation by checking alignment and documenting differences from the baseline.</p>
UAT Test Scripts			No Identified Risk	Not Started	Not Started	Observation: No risk identified



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
	Develop User Acceptance Test (UAT) test scripts that will be given to vendor at the beginning of requirements validation to define vendor accountability criteria, enable agreement by SMEs on requirements and functionality	SC-CMS Quality Assurance Lead				<p>Status As noted above, the QA team will develop UAT test scripts that will be used during UAT to validate that the requirements have been met.</p>
Reporting, Forms, and Correspondence			No Identified Risk	Not Started	Not Started	<p>Observation: No risk identified</p>
	Define and document report layouts and identify a set of forms and correspondence layouts prior to vendor arrival	CBO, SC-CMS BAs, and CUWG				<p>Status In October, the CBO and the SC-CMS Business Analysts began obtaining an inventory of reports that will be incorporated into the As-Is business model and will be reviewed as part of the development of the To-Be business model.</p> <p>Similarly, the CBO and the SC-CMS Business Analysts will obtain an inventory of forms or correspondence generated by the current systems that will be incorporated in the As-Is business models and will be reviewed as part of the development of the To-Be business models.</p>



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival

Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Security Functionality			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Define user roles and a security profile for each user role	CBO, SC-CMS BAs, and CUWG				Status User roles will be defined as part of the As-Is and To-Be process model development.
User Interface Standards			No Identified Risk	Not Started	Not Started	Observation: No risk identified
	Develop look-and-feel and keyboarding requirements	CBO and CUWG				Status The RFP contains several keyboarding requirements that will be addressed during the design and configuration of SC-CMS. Because SC-CMS will be a Commercial Off-the-Shelf (COTS) implementation, there may be little or no ability to modify the user interface.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival
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Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Facilities Preparation						
Office Space			Not Started	Not Started	Not Started	Observation: No assessment has been performed in this area.
	Acquire adequate office space for state staff and vendor staff prior to vendor arrival. This will eliminate the potential for lack of office space to be used by the vendor for delays in the planned timeline.					Status This area will be assessed in October.
Meeting rooms			Not Started	Not Started	Not Started	Observation: No assessment has been performed in this area.
	Ensure there are adequate meeting rooms for vendor requirements validation sessions and subsequent SC-CMS design sessions. There should be allowances for the possibility for multiple simultaneous vendor sessions.					Status This area will be assessed in October.



AOC SC-CMS Activities to Prepare for SC-CMS Vendor Arrival
Assessment Date: October 31, 2012

Area	Activity	Responsible	QA Assessment of:			Comments
			Planning	Execution	Results	
Testing Rooms			Not Started	Not Started	Not Started	Observation: No assessment has been performed in this area.
	Reserve adequate space for performing system and user acceptance testing					Status This area will be assessed in October.
Training Rooms			Not Started	Not Started	Not Started	Observation: No assessment has been performed in this area.
	Reserve adequate space for performing training					Status This area will be assessed in October.



IT Portfolio Report

Craig Wilson, IT Portfolio Coordinator
December 7, 2012

IT Portfolio Management

ISD Transformation Initiative – November 2010

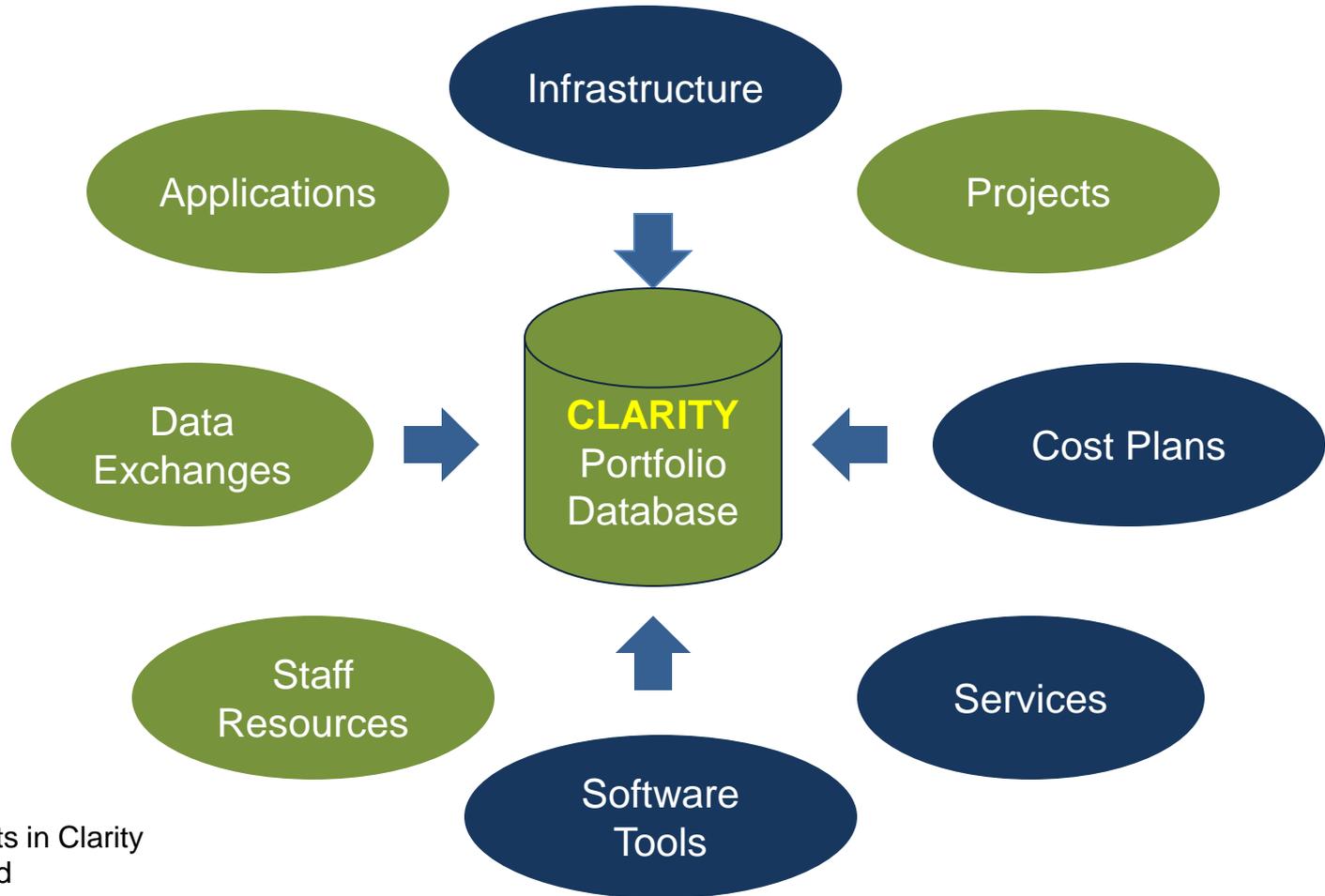
Purpose:

Provide information and analysis on current IT assets and investments to aid decision-making.

Outcomes:

- Assets in the portfolio are known, sustainable and meet current business requirements.
- Investment risks are managed proactively.
- ISD resource utilization is aligned with business priorities.

IT Portfolio



Examples of how portfolio information is used:

- ISD resource capacity planning
- Project status reporting
- Project risk & issue management
- Scheduling starting dates for new ITG requests
- Application modernization planning
- Change impact analysis
- Preparing the IT Portfolio Report



IT Portfolio Report

This report is prepared in accordance with RCW 2.68.060 which states:

RCW 2.68.060 Duties of the Administrative Office of the Courts.

The *Administrative Office of the Courts*, under the direction of the Judicial Information System Committee, *shall*:

Develop a judicial information system information technology portfolio consistent with the provisions of RCW 43.41A.110;

Ensure the judicial information system information technology portfolio is organized and structured to clearly indicate participation in and use of enterprise-wide information technology strategies;

As part of the biennial budget process, submit the judicial information system information technology portfolio to the chair and ranking member of the Ways and Means committees of the House of Representatives and the Senate, the Office of Financial Management, and the Consolidated Technology Services Agency.

IT Portfolio Report

Report Contents:

- Business Environment – Court community, AOC profile, ISD profile
- Governance
- Challenges and opportunities
- Priorities, strategies, current state
- Current investments
- Future investments

In conclusion:

- As a result of the transformation project, AOC has the capability to gather and analyze IT strategic data from the portfolio.
- AOC continues to build information into the portfolio.
- The IT Portfolio Report will be submitted to the Legislature as part of the biennial budget process.



WASHINGTON
COURTS

Administrative Office of the Courts

Information Technology Portfolio Report

2011-13 Biennium

Report Period Ending: June 30, 2012

Mission:

*“To advance the efficient and effective operation of the
Washington judicial system.”*

State of Washington
1206 Quince St. SE
P.O. Box 41170
Olympia, WA 98504-1170

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Introduction

A message from Callie Dietz, State Court Administrator

For more than 50 years, the Administrative Office of the Courts (AOC) has embraced our mission to “advance the efficient and effective operation of the Washington judicial system” through a variety of programs, initiatives, and functions that serve our court system.

The Washington judicial system believes in its duty to protect individual rights, be accountable to the Constitution, defend against political interference, and to serve our citizens through fair and impartial access to justice. The AOC provides services that support justice in individual cases and serves to maintain an effective court system in Washington.

In recent years, the use of information technology (IT) has become increasingly important in the Judicial Branch as today’s courts remain committed to greater efficiency despite increasing caseloads and shrinking budgets. In support of their efforts, the AOC provides a wide variety of IT products and services to the 9 justices of the Supreme Court, 22 judges of our Court of Appeals, 189 Superior Court judges, 213 judges of our District and Municipal Courts, and the public.



Callie Dietz, State Court Administrator

I invite you to become more familiar with our agency: our programs, the budget appropriated to support them, and our strategies for investing in technology to provide even greater value to the courts and service to our citizens.

A message from Vonnie Diseth, Chief Information Officer

The AOC has successfully supported the judicial system within Washington State since 1957. Over that time, the needs and demands of the judicial system have evolved, but the automated systems that they depend upon have struggled to keep pace.



Vonnie Diseth, CIO,
ISD Director

Recognizing the need to replace aging systems and improve the effectiveness of IT investment selections, management of IT projects, and delivery of IT services to the court community, the AOC under the governance of the Judicial Information System Committee (JISC), undertook an initiative to transform the way in which we provide services to the court community.

This IT Portfolio is a product of that transformation. It demonstrates our strategy for modernizing the aging set of JIS applications; as well as the JISC’s and court community’s priorities for our current and future IT investments.

It is with pleasure that I present the Administrative Office of the Courts 2012 Information Technology Portfolio.

Purpose

This report is prepared in accordance with RCW 2.68.060, which states:

RCW 2.68.060 Duties of the Administrative Office of the Courts

The Administrative Office of the Courts, under the direction of the Judicial Information System Committee, shall:

- 1. Develop a judicial information system information technology portfolio consistent with the provisions of RCW 43.41A.110¹;*
- 2. Ensure the judicial information system information technology portfolio is organized and structured to clearly indicate participation in and use of enterprise-wide information technology strategies;*
- 3. As part of the biennial budget process, submit the judicial information system information technology portfolio to the chair and ranking member of the Ways and Means committees of the House of Representatives and the Senate, the Office of Financial Management, and the Consolidated Technology Services Agency.*

Use of Enterprise-wide Information Technology Strategies

The Administrative Office of the Courts collaborates with state, county and city governmental agencies to make the best use of state-wide information technology assets and data. This is accomplished through participation in leadership forums, professional associations, data exchanges with external organizations, use of statewide network infrastructure and applications, and the use of shared IT services.

Examples include:

- CIO Forum
- Technology Services Board meetings
- Association of County & City Information Systems
- Information Processing Manager's Association
- Project Management Institute membership
- IT Portfolio Managers Forum
- Use of State Government Network (SGN) and Intergovernmental Network (IGN)
- Use of shared IT services for purchasing, contracting, and equipment surplus

¹**RCW 43.41A.110 Information Technology Portfolios**

Information technology portfolios shall reflect (1) links among an agency's objectives, business plan, and technology; (2) analysis of the effect of an agency's proposed new technology investments on its existing infrastructure and business functions; and (3) analysis of the effect of proposed information technology investments on the state's information technology infrastructure.

- Use of state-wide applications such as the Human Resource Management System, Agency Financial Reporting System, Budget Development System, Capital Asset Management System, Disbursement Reporting System, Enterprise Budget Reports, Enterprise Financial Reports, Financial Toolbox, OFM Fiscal Note System, Salary Projection System, Property Disposal Request System, Secure Access Washington, The Allotment System, Treasury Management System, Unclaimed Property, Use Tax Filing, and the Version Reporting System.
- Data exchanges with Department of Licensing, Department of Transportation, Washington State Patrol, Secretary of State, Department of Corrections, Consolidated Technology Services, law enforcement agencies, Department of Fish and Wildlife, and others.

The Value of Information Technology Portfolio Management

Information Technology Portfolio Management (ITPM) is a framework of principles, processes, and practices that enables the AOC to make well-informed decisions to maximize the value of investments in information technology. The goal of ITPM is to inform governance (investment selection) and decision making by:

- Providing a comprehensive view of IT investments and costs
- Measuring the performance (value) of investments
- Providing visibility and transparency of IT spending
- Highlighting areas of potential risk

So that:

- The right IT services are being provided to the court community
- Funding and staffing are focused on priority outcomes
- Investments are balanced between strategic growth opportunities and operational efficiencies
- Risks are managed proactively

IT portfolio management, IT governance and the Project Management Office are relatively new practices at the AOC, implemented during fiscal year 2011.

This is the first publication of the IT Portfolio Report.

Washington State Courts

Supreme Court

The Washington State Supreme Court is the state's highest court and consists of a panel of nine justices. It is a discretionary court that hears cases directly from trial courts or after they have been heard by the Court of Appeals. The Supreme Court's opinions are published, become law of the state, and set precedent for subsequent cases decided in Washington. The Supreme Court is located in the Temple of Justice in Olympia, Washington.

The Supreme Court has administrative responsibility for the operation of the state court system, and supervisory responsibility over certified court interpreters, certified professional guardians, limited practice officers, and certain activities of the Washington State Bar Association, including attorney discipline. In addition, they adopt court rules that apply to proceedings in the trial and appellate courts such as civil and criminal procedure and rules of evidence.

Court of Appeals

Most cases appealed from superior courts go directly to the Court of Appeals. It is a non-discretionary appellate court, which means it must accept all appeals filed with it. The Court of Appeals has authority to reverse, remand, modify, or affirm the decision of the lower court. The court decides each case after reviewing the transcript of the record in the superior court and considering the arguments of the parties. Generally, the court hears oral arguments in each case but does not take live testimony.

The Court of Appeals is divided into three divisions, each serving a specific geographic area of the state. Within each division are districts, similar to legislative districts.

- Division I, with 10 judges from 3 districts, is located in Seattle, Washington.
- Division II, with 7 judges from 3 districts, is located in Tacoma, Washington.
- Division III, with 5 judges, from 3 districts is located in Spokane, Washington.

The Supreme Court and Court of Appeals use the Appellate Courts Records and Data System (ACORDS).

Superior Courts

Superior courts are called "general jurisdiction courts" because there is no limit on the types of civil and criminal cases heard by them. Superior courts also have authority to hear cases appealed from courts of limited jurisdiction. Each court has a presiding judge who, with the help of an administrator or manager, oversees operations and serves as the court's spokesperson. Most superior court proceedings are recorded so a written record is available if a case is appealed. All superior courts use the Superior Court Management Information System (SCOMIS). Some superior courts use local case management systems in conjunction with SCOMIS.

Districts

All superior courts are grouped into single or multi-county districts. There are 30 such districts in Washington State. Counties with large populations usually comprise one district; in less-populated areas a district may consist of two or more counties. A superior court building is located in each of Washington's 39 counties.

Most superior court districts in Washington serve the one county in which they are located. However, several of Washington's smaller counties are served by a multi-county superior court district. While courthouses are located in each county of these districts, superior court administration is consolidated for each district. Those counties belonging to a district include:

- Skamania and Klickitat
- Columbia, Garfield, and Asotin
- Ferry, Stevens, and Pend Oreille
- Benton and Franklin
- Pacific and Wahkiakum

Juvenile Courts

There are 35 juvenile courts in Washington, 4 of which are multi-jurisdictional. A juvenile court is a department within the superior court. It is established by law to deal with youths under the age of 18 who commit offenses or who are abused or neglected dependents.

Courts of Limited Jurisdiction

Courts of limited jurisdiction include district and municipal courts. District courts are county courts. Municipal courts are those created by cities and towns. More than 2 million cases are filed annually in district and municipal courts.

District Courts

There are 54 district courts and branches in Washington, 49 of which use the Judicial Information System (JIS), a statewide court computer system formerly known as the District and Municipal Court Information System (DISCIS). The branches contract cases with their district court. District courts have jurisdiction over both criminal and civil cases. They have criminal jurisdiction over misdemeanors (e.g. petty theft), gross misdemeanors (e.g. driving under the influence), and criminal traffic cases.

Jurisdiction in civil cases includes damages for injury to individuals or personal property and contract disputes in amounts of up to \$75,000. District courts also have jurisdiction over traffic and non-traffic infractions. The Small Claims department has jurisdiction of money claims up to \$5,000.

Municipal Courts

There are 218 municipal courts in Washington, 101 of which use the JIS. 117 municipal courts contract with other district or municipal courts to handle their municipality's cases. Violations of municipal or city ordinances are heard in municipal courts. A municipal court's authority over these ordinance violations is similar to the authority that district courts have over state law violations. The ordinance violation must have occurred within the boundaries of the

municipality. Like district courts, municipal courts only have jurisdiction over gross misdemeanors, misdemeanors and infractions. Municipal courts do not accept civil or small claims cases. As with district courts, municipal courts can issue domestic violence protection orders and no-contact orders. A municipal court can issue anti-harassment protection orders upon adoption of a local court rule establishing that process.

Court Administration

The state constitution designates the Chief Justice of the state Supreme Court as the administrative head of all the courts. The Supreme Court appoints a State Court Administrator to deal with the day-to-day administration of the court system. The State Court Administrator and the Administrator's staff are known as the Administrative Office of the Courts.

The AOC supports the court system by:

- Operating the statewide court computer system, JIS.
- Providing education and training for judicial officers and court personnel.
- Providing information and support for court administrators and managers.
- Overseeing collaborative efforts to study justice issues and improve the delivery of justice.

Court Rules

The court system is governed through a system of rules known as Washington Rules of the Court or "Court Rules". General rules are adopted by the state Supreme Court and apply to all courts. Local rules are adopted by the judicial officers governing a local court and cannot conflict with a general rule.

Administrative Office of the Courts

Mission

“To advance the efficient and effective operation of the Washington judicial system.”

Overview

The AOC was established by the 1957 Legislature and operates under the direction and supervision of the state Supreme Court, pursuant to chapter 2.56 RCW. As originally enacted, RCW 2.56.03 was the only section of the RCW that directed the activities of the AOC, enumerating 11 functions. Today, that section details 23 functions and is augmented by more than 90 additional statutory references, court rules and court orders adopted and issued by the Supreme Court that direct the activities of the AOC. While the specificity of the mandates varies from “shall” to “may,” they all operate in support of two fundamental constitutional provisions:

“No person shall be deprived of life, liberty, or property, without due process of law.”

Washington State Constitution article 1, section 3

“Justice in all cases shall be administered openly, and without unnecessary delay.”

Washington State Constitution article 1 section 10

To accomplish its work, the AOC is organized as follows:

- **State Court Administrator** – The State Court Administrator provides overall leadership to the AOC based on direction and guidance from the Supreme Court. In addition to planning, direction, and coordination of agency operations, the State Court Administrator works directly with those responsible for intergovernmental relations and communications, public information, and human resources.
- **Judicial Services Division** – The Judicial Services Division (JSD) provides comprehensive professional and technical support to the state’s courts in the following areas: policy and governance support, direct service programs, education, legal services, and research.
- **Information Services Division** – The Information Services Division (ISD) provides support to the courts through the development, operation, and maintenance of state-wide judicial information systems. These systems are used in municipal, district, juvenile, superior, and appellate courts. Over 16,000 users access judicial information, including judges, court staff, county clerk staff, attorneys, law enforcement, state agencies, private sector businesses and the general public.
- **Management Services Division** – The Management Services Division (MSD) provides integrated budget planning, asset management, accounting, procurement, revenue monitoring and analysis, and contract management services. In addition to providing these services for the AOC, the MSD directly supports the Supreme Court, Court of Appeals, State Law Library, Office of Civil Legal Aid and, to a lesser extent, the Office of Public Defense.

- **Pass-Through Funding** – The AOC administers more than \$82 million in state funds that pass through to local government across seven functional areas. Agency staff is involved in developing and awarding grants, contracting, determining distribution formulas and amounts, auditing contract compliance, and administering salary and benefits for the state’s 189 superior court judges.

Responsibility for managing pass-through funds and providing technical support to the funded programs is spread across the agency with the primary workload distributed within the MSD and the Court Services section in the Judicial Services Division.

Authorizing Environment

RCWs

- Chapter 2.56 RCW establishes the AOC and its executive officer, the State Court Administrator.
- Section 2.56.010 RCW creates the AOC and establishes the executive officer.
- Section 2.56.020 RCW authorizes the State Court Administrator, with approval of the Chief Justice, to appoint and fix the compensation of assistants necessary to enable performance of powers and duties vested with the AOC.
- Section 2.56.030 RCW outlines the powers and duties of the State Court Administrator.

AOC Budget

The AOC employs 213 FTEs and has a biennial budget of \$68,767,127².

² **Source:** Maintaining Justice: A Profile of the Administrative Office of the Courts, February 2012.

Governance

Judicial Information System

JIS is the primary information system for courts in Washington. It provides case management automation to appellate, superior, limited jurisdiction and juvenile courts. Its two-fold purpose is to:

- (1) Automate and support the daily operations of the courts.
- (2) Maintain a state-wide network connecting the courts and partner criminal justice agencies to the JIS database.

It serves as a state-wide data repository for criminal history information, domestic violence protection orders and outstanding warrants. The benefits of this approach are the reduction of the overall cost of automation and access to accurate state-wide history information for criminal, domestic violence, and protection order history.

The principal JIS clients are judicial officers, court managers, and other court staff. In addition, JIS provides essential information to:

- Washington State Patrol
- Department of Corrections
- Office of the Secretary of State
- Sentencing Guidelines Commission
- Department of Licensing
- local law enforcement agencies
- prosecutors
- public defenders, the media, attorneys and law firms, the public

Funding for JIS is provided through a dedicated fund pursuant to section 2.68.040 RCW.

Governance Bodies

Judicial Information System Committee

The Supreme Court delegates governance of the JIS to the Judicial Information System Committee (JISC). The JISC operates under chapter 2.68 RCW and JISC Rules. The JISC sets policy for the JIS and approves projects and priorities.

The JISC's responsibilities include:

- Setting the strategic direction for the JIS.
- Approving budgets and funding requests for the JIS.
- Determining what JIS projects will be undertaken and establishing their scope.

- Establishing JIS policies, standards, and procedures.
- Oversight of JIS projects including:
 - Approving project plans including phases, major milestones, and deliverables.
 - Establishing project steering committees.
 - Monitoring project progress.
 - Dealing with major project issues.

The JISC has created subcommittees for various purposes as defined in their charters. JIS subcommittees include:

- JIS Codes Committee
- Data Dissemination Committee
- Data Management Steering Committee

Priorities

The JISC has identified the following priorities to guide decision making on information technology requests:

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

Governance Process

IT governance consists of the structure and processes that guide information technology investment decisions and determines the priority of when and how those decisions get completed. With limited budgets and resources, IT governance helps the courts ensure that the AOC ISD resources meet the business needs of the Washington courts.

The IT Governance process, implemented in July 2010, focuses on involving the court users in the decision making process from start to finish. Each step is open and inclusive. IT Governance request tracking and communication have been improved and the request process



IT Governance Portal

has been simplified. The status of IT requests and the decisions affecting them is shared with all court community stakeholders throughout the process. Court communities play a key role of ensuring business priorities are addressed through their role as endorsing bodies and as members of the Court Level User Groups (CLUG) that review and recommend IT requests for approval. The governance process is supported by the IT Governance Portal – a web-based application that provides tracking, reporting, and workflow capabilities.

The governance process is directed by the JISC with a consistent end-to-end process designed to serve all court levels. Authority for approving requests rests with the JISC. The JISC has delegated limited authority to the AOC Administrator and CIO for requests that meet specified funding thresholds.

The IT Governance process consists of the following steps:

1. **Initiate** - The request is initiated by any individual or group. The request is considered initiated when it is submitted for endorsement via the IT Governance Portal. Organizations and individuals outside the court system cannot enter their request directly; instead they provide the necessary information related to the request to anyone within AOC. The AOC staff person will then initiate the request for them, ensuring that they include the actual requestor's information on the request.
2. **Endorsement** - The request goes to the selected endorsement body for consideration via the IT Governance Portal. The endorsing body can take one of three actions. The body could decide to decline the endorsement, which results in the IT Governance request being closed. The body could decide to endorse the request, which results in the request proceeding to AOC for analysis. Finally, the endorsing body could return the request to the initiator for clarification. The clarification requested could be additional information or it could be to provide the initiator an opportunity to send the request to another endorsing body. Any endorsing body can endorse any request assigned to it by a request initiator, but the best practice is for endorsing bodies to limit their endorsements to requests that impact their members or processes for which they have a thorough understanding.
3. **Analysis** - AOC then analyzes the request and produces a proposed solution that includes estimates of project costs and duration. AOC may provide an analysis that indicates that the request cannot be accomplished due to technical constraints, so long as a thorough explanation is provided. In addition, AOC can use the analysis to identify when a request should be addressed through a business process change rather than a technological change. The AOC analysis is finalized when it is approved by AOC's Operations Control Board (OCB), and the decision is communicated via the IT Governance Portal.
4. **Endorsement Confirmation** - The request returns to the endorsing body for endorsement confirmation via the IT Governance Portal. The endorsing body again has three actions they can take. They can confirm their endorsement, which will advance the request to the appropriate CLUG. The endorsing body can decide to decline the endorsement, which closes the request permanently. Finally, the endorsing body can provide additional or changed information and return the request to AOC for re-analysis.

5. **Recommendation** - The request is then presented to the CLUG for consideration via the IT Governance Portal. The CLUG has three actions that can be taken on each request. The CLUG can unanimously decide not to recommend the request. If this occurs, the request is permanently closed. If the CLUG is not able to reach a unanimous recommendation on a request, the CLUG members provide pro and con statements regarding the request and the request advances to the next step. Finally, the CLUG can unanimously recommend a request, and if it does, the CLUG prioritizes the request relative to all other active requests that have been considered by the CLUG. The request then proceeds to the authorization step.

6. **Authorization** – The request is presented for authorization to the JISC, or under delegated authority to the Administrator or the CIO. If the JISC authorizes a request, the JISC also establishes the request’s overall priority relative to all other active requests authorized by the JISC. The JISC has decided that they will not change the priority of a request that is in progress or to which AOC has irreversibly committed resources. Requests authorized by either the Administrator or the CIO are not assigned a priority other than that assigned by the CLUG. The JISC, Administrator, and the CIO can decide to not authorize a request. In this event, the request returns to the CLUG for further action. If the request was considered under delegated authority, the CLUG can ask the JISC to consider the request. In every case, the CLUG can decide to re-prioritize the request for reconsideration, if they consider it appropriate. The CLUG can also elect to close the request.

7. **Scheduling and Implementation** – Once a request is authorized, AOC can schedule and implement the request. Requests are scheduled after giving due consideration to the assigned priority and with the goal of making the most efficient use of AOC resources.

Information Services Division

Overview

Vision

“To be the premier technology solution provider to the Washington Courts, working as one team to deliver IT solutions based on court priorities, and to provide accurate and complete information – anytime, anywhere. “

The Information Services Division (ISD) provides a range of technology products and services in support of the courts, including the maintenance and operations of state-wide court case management applications and data. ISD currently provides support to more than 16,000 court customers and over 8,000 third-party users in other state and local government agencies.

In addition, ISD provides internal technical support services to the AOC, the Supreme Court and the three divisions of the Court of Appeals.

Guiding Principles

The following principles guide our decisions and the way we work:

- Make wise investments in information and technology solutions based on judicial priorities.
- Practice service excellence in our day-to-day interactions with our AOC and court customers.
- Make a difference in the lives of our staff and our court users.

ISD Budget

The ISD employs 126 FTEs, which includes 10 project FTEs for the Superior Court Case Management System project. ISD’s biennial budget is \$43,191,998³.

Strategic Plans, Goals, Objectives

ISD currently manages a portfolio of aging applications that are difficult to maintain and enhance. As a result, ISD has not kept pace with user demands for changes and enhancements.

Beginning in 2008, ISD undertook a strategic planning effort with the goal of maturing the IT organization so that it can support the implementation and maintenance of modern systems that are more scalable, easier to integrate, operate and maintain, and better align with customer needs.

³ **Source:** Maintaining Justice: A Profile of the Administrative Office of the Courts, February 2012.

The strategic planning effort began with an assessment of ISD's current state. This assessment identified the strength and maturity of ISD's systems and processes, the level of alignment with customer needs and the constraints that should be considered in the definition of a strategy. Following the current state assessment, the future state of ISD systems, processes and governance structures was envisioned, and gaps between the current and future states were identified. The *ISD Business Plan*, *IT Strategy* and *IT Operational Plan* are documents that explain how ISD can achieve the future state.

ISD Business Plan

The *ISD Business Plan* describes ISD's desired future state and the funding that will be required to achieve it. It defines ISD's target customers and the products and services that ISD will provide them. The business plan also documents expected benefits and risks.

The scope of this planning effort to achieve ISD's desired future state as documented in the business plan encompasses ISD's activities related to the JIS environment.

The primary audience for this business plan is the JISC. The business plan is intentionally non-technical and can be used to communicate objectives to stakeholders, provide clarity and direction around the JIS products and services, guide decision making and help secure required funding.

IT Strategy

The *IT Strategy* describes how ISD will implement the future state defined in the business plan. It incorporates an analysis of the current ISD environment, a description of the key initiatives organized into a six year roadmap, benefits of pursuing the strategy and discussion on how ISD will be organized to deliver on the vision defined in the business plan.

The primary audience for this strategy is the ISD Leadership Team and the JISC. The IT strategy can be used to explain the path from the current state to the future state, align resources with key initiatives and track and communicate progress to stakeholders.

IT Operational Plan

The *IT Operational Plan* breaks down each of the initiatives identified in the IT strategy into manageable activities. For each activity, it provides effort estimates for the required roles and cost estimates for hardware, software, and consulting. It includes a staffing plan that outlines when ISD needs to staff key roles to support the IT transformation and ongoing ISD operations.

The primary audience for the operational plan is the ISD Leadership Team and ISD staff. The operational plan can be used to plan and manage the projects required to transform ISD and achieve the future state benefits. It can also be used to track and communicate progress to customers and partners.

The JISC and ISD completed the assessment and strategy definition with the support of Ernst & Young and Sierra Systems (collectively, the Vendors). The Vendors conducted interviews, assessed the existing processes, and defined strategy through workshops and review sessions with ISD leadership and the JISC.

The implementation of new capabilities began in the 2009-11 biennium and continues through the 2011-13 biennium. They include IT governance, service delivery, business relationship management, resource management, enterprise architecture and strategy, project management, portfolio management, organizational change management, and vendor management.

In August 2010, the JISC approved a future state architecture. The goals of the architecture are to:

Goal 1: Improve Standardization

The first goal is to setup an architecture that can improve standardization of business and technology processes to support federated centralized and local systems. This is an important goal because it brings consistency, improved data quality, and data sharing while promoting ease of integration across all jurisdictions and all court levels.

Goal 2: Minimize Change Impact

The second goal is to minimize impact of the new architecture to existing JIS, local, and partner applications.

Goal 3: Phased Implementation

The third goal is that the architecture must support a phased modernization plan through re-engineering or replacement of current systems.

Goal 4: Real-time Information

The fourth goal is to provide real-time or near real-time justice information and business intelligence to all JIS users.

In May 2012, AOC presented a high-level strategy to the JISC for modernizing the aging set of applications in the JIS application portfolio.

The objectives of modernizing the application portfolio include:

- Providing sustainable applications that fulfill the courts' business requirements
- Alignment with enterprise architecture and standards
- Simplification – reducing the variety of supported programming languages, hardware platforms, tools, and software
- Containment of maintenance and operational costs and risks.

The following illustrates ISD's vision of the future state of the portfolio:

- There will be a mixed portfolio based on commercial-off-the shelf and custom-built applications
- The focus will be on integration and interoperability with both central and local applications
- Alignment will be based on JIS baseline services (discussed later in this report)

Investment candidates were identified in terms of replacing applications, retiring applications, enhancing existing applications, and adding new applications to the portfolio.

The following observations and recommendations were made.

Observations:

- The portfolio will be complex to very complex before becoming simple.
- The longer we need to concurrently maintain existing applications while deploying new applications, the more difficult it will be to manage change.

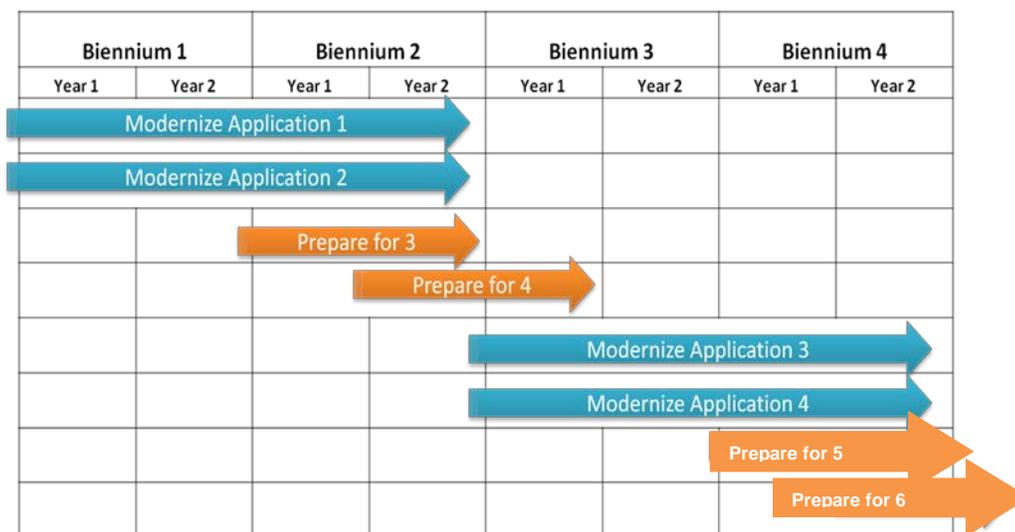
Recommendations:

- Drive standardization for business process and minimize the variations in configurations.
- Choose modernization scope based on holistic view of court level portfolio to minimize disruptions to courts.
- Reduce the technology platforms required to support applications.

A strategy for modernizing the portfolio, known as the 2-2-2 strategy, was presented to the JISC. Implementation of the strategy would involve modernizing 2 applications and preparing 2 more applications for modernization (feasibility studies, etc.) every 2 biennia.

2-2-2 JIS Portfolio Modernization Strategy

Two Applications, Two Preparations every Two biennia



Challenges and Opportunities

The following strengths, weaknesses, opportunities, and threats were identified during the strategic planning effort and are used to guide planning and investments.

Strengths	Opportunities
IT operations management	Availability of skilled resources
Disaster Recovery	Next generation Commercial Off the Shelf (COTS) systems
Application maintenance	
Weaknesses	Threats
Complex application and data architecture	Loss of state funding
Lack of customer alignment	Customers using other IT service providers
Missing or ineffective governance bodies	Low credibility with customers
Lack of process definition and standardization	High variability of court processes
Weak security controls	

Other Challenges

Aging Systems

AOC supports over 70 applications. The applications range in age from 4 years old to 35 years old and are built with a variety of programming languages. Primary applications must be systematically refreshed or replaced to maintain sustainability over the long term. Budget constraints restrict our ability to refresh our application portfolio.

Staffing

Hiring, training, and retaining key IT-related employees are several of the ISD's biggest challenges. The Superior Court Case Management System project will continue to draw on internal staffing that must be back-filled with temporary staffing. Loss of knowledge and experience in the maintenance and operations staff will hamper the ability to provide operational enhancements to applications over the short term.

Demand v. Supply

There are currently 30 active projects that are in-flight and an additional 20 pending projects that have been authorized for work. The pending projects amount to approximately 20,750 hours of effort, an estimated combined duration of 130 months and \$400,000 in cost.

There are another 34 requests in the pipeline awaiting review and potential authorization.

ISD's overall resource capacity has generally been constrained by several roles that are in high demand, such as Project Managers, Legacy Programmers, Business Analysts, Solution Architects and Testers. These constraints have eased somewhat with the hiring of vacant positions but the constraints will continue to restrict the throughput of work and the ability to schedule new work.

Competing Priorities

The IT Governance model defines five court-level user groups (CLUG) for the purpose of vetting, recommending, and prioritizing new IT requests. The process works well for prioritizing requests within a court level. The challenge is prioritizing requests across the CLUGs, balancing maintenance activities and strategic growth opportunities, and allocating scarce resources.

Visibility / Transparency

Visibility and transparency of project progress, status of new requests and resource utilization has improved significantly with the implementation of the IT Governance Portal, the project and portfolio management tool, the introduction of Business Liaisons and regular meetings with the JISC.

Credibility

The key to building trust and credibility with customers and stakeholders is in building relationships and consistently delivering expected results. The ISD Leadership Team has made significant progress in building relationships with the JISC, stakeholders and customer groups. The ISD Business Liaisons have been a key to this success by communicating with user groups and bridging the gap between ISD and the court community.

The table below shows diversity of the customers we serve.

Judicial Branch	Supreme Court, Court of Appeals, superior courts, juvenile courts, district courts, municipal courts, Administrative Office of the Courts
Government Agencies	Department of Licensing, law enforcement agencies (WSP, Department of Corrections), social services, State Auditor's Office
Commercial Businesses	Legal offices, insurance companies, property management, claims services, bail bonds
General Public	Case search, forms, court opinions

IT Portfolio

The AOC's IT Portfolio is a collection of assets that are used to deliver IT services in support of court business functions. These IT assets include: applications, data, servers, networks, PCs and devices, tools, staffing, and facilities. These assets are maintained through periodic investments.

IT Portfolio at a Glance	
As of June 30, 2012	
Projects <small>(includes sub-projects of programs)</small>	30 Active 20 Planned 19 Completed
Users	Over 16,000 defined users
Applications	Over 70 applications total
Database	96 production databases 4 Terabytes of data Largest database = .6 TB
PCs	1,025 - 5yr refresh cycle
Data Center	3690 sq. ft, raised floor, secured, HVAC, fire suppression, generator, UPS
Virtual Servers	56
Physical Servers	125 - 4yr refresh cycle
Online Storage	Total capacity: 24 Terabytes Used: 17 Terabytes
Network	Intergovernmental Network: 180 courts Virtual Private Network: 73 courts, 200 users Local Area Network: 6 locations Wireless: 6 locations
Disaster Recovery	Local and "hot site" 2 DR exercises conducted per year
Security	Security audit for the courts last conducted: May 2012 JIS security audit last conducted: 2010

In addition, investments are made to deliver new products and services that support new business capabilities or enable growth and transformation.

Requests for new investment follow the prescribed IT governance process described earlier in this report. Potential investments are selected and prioritized based on criteria such as criticality, value, risk, cost, and impact.

Approved investments are funded in the form of projects. Therefore, projects are also a key component of the IT portfolio.

Projects are carefully managed throughout their lifecycle using recognized project management practices. The project lifecycle includes the following processes: Initiation, Planning, Execution, Monitoring and Control, and Close-out. Larger projects are assigned a project manager, well-trained and experienced in managing large, complex IT projects.

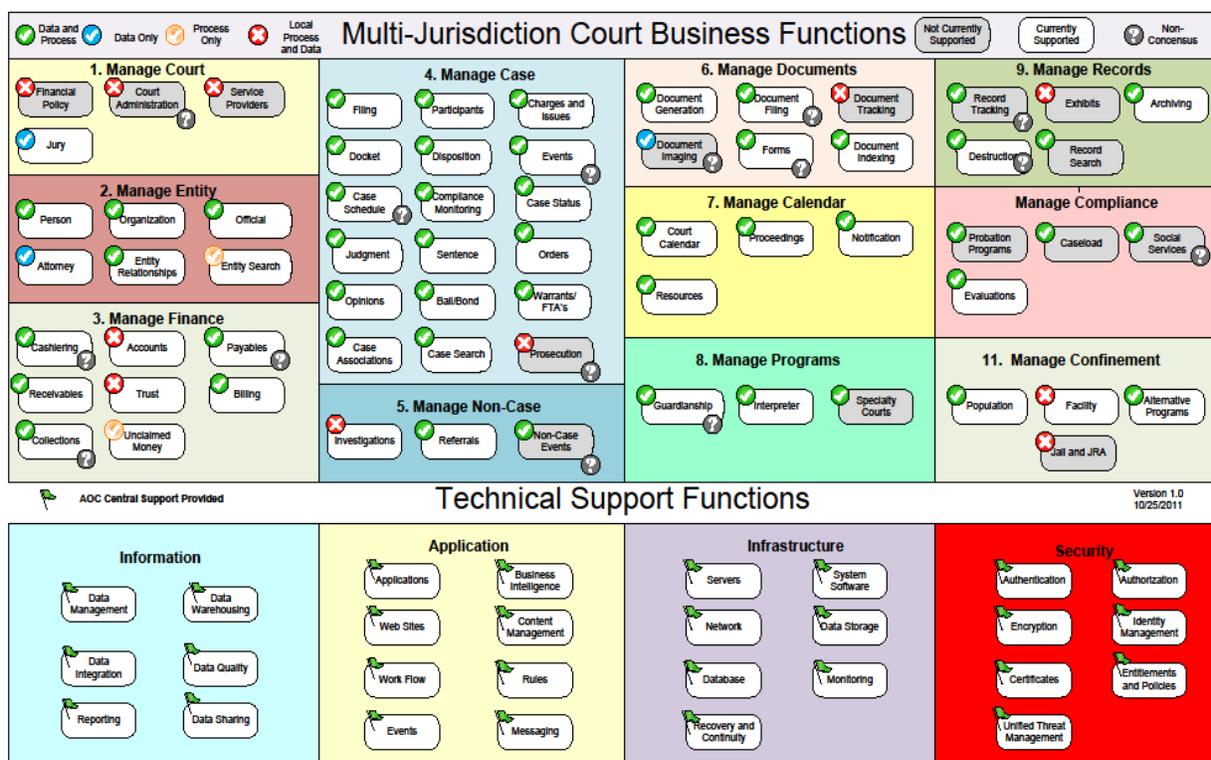
The portfolio is tracked and reported using Clarity, an enterprise project and portfolio management tool. Clarity was first implemented in October 2011. Over time, all investments will be entered into Clarity and will provide AOC management with a continually updated status of the portfolio.

Court Business Functions and IT Services

ISD provides a range of services, known as JIS baseline services, which support business capabilities in the courts.

The following diagram displays the 11 high-level court business functions and sub-functions. Indicators attached to each sub-function show how supporting services should be distributed – central services versus local services.

For example, the **Jury** sub-function listed under **Manage Court** indicates that key **data** used in managing juries would be provided centrally while the **process** for managing juries would be handled locally because of the variation among jurisdictions.



The following Technical Support Functions are provided centrally by the AOC:

Application

- Applications
- Web sites
- Work flow
- Events
- Business intelligence
- Content management
- Rules
- Messaging

Data

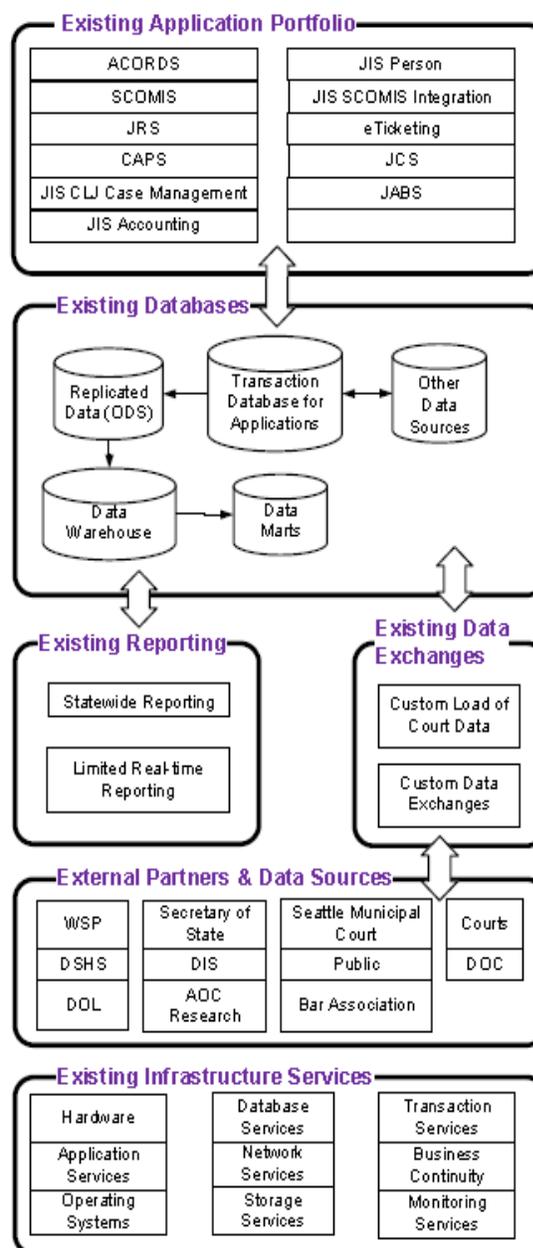
- Data management
- Data integration
- Data warehousing
- Data quality
- Data sharing
- Reporting

Infrastructure

- Servers
- Network
- Database
- Recovery and Continuity
- System software
- Data storage
- Monitoring

Security

- Authentication
- Encryption
- Certificates
- Unified threat management
- Authorization
- Identity management
- Entitlements and policies



Infrastructure

The AOC provides technology support services to state, county, and city courts throughout the state including the Supreme Court, Court of Appeals, superior courts, district courts, and municipal courts.

The AOC server environment consists of two platforms:

- IBM System z servers (mainframes)
- Microsoft Windows servers.

Along with the servers, there are various network components which support the JIS environment.

The majority of the case management production work runs on the System z. For a full list of applications and their operating environment see the Applications section later in this report.

Data Center Facilities

The Data Center is a secured facility located in Olympia, Washington. It consists of raised floor, halon fire suppression and internal air conditioners. The facility has an uninterruptible power supply and backup generator.

The Data Center is 45' by 82' with two separate offices and secured access points. Building security is monitored continuously.

Servers

System z Server Environment

The System z server environment runs two physical mainframe servers to support the JIS production workload. One server runs the production JIS applications and the other runs the DB2 subsystem and WebSphere Application Server.

Both servers fully support the Service Oriented Architectures, J2EE and Web Services.

Distributed/Virtual Server Environment

The distributed server environment runs 125 Intel based servers. 51 servers run the Windows 2008 operating system and 74 run the Windows 2003 operating system.

The distributed servers provide

- E-mail services to AOC staff
- Virus scanning and spam filtering
- File storage and print services for AOC staff
- Web services for internal users, court users, and the public
- Data warehouse services
- JIS Juvenile and Correction System application
- SQL Server database management system
- Development and test environments for AOC staff

Databases

Data Warehouse

The electronic data warehouse contains seven databases. The data is updated nightly via Informatica from the Operational Data Store (ODS) database. The ODS is updated in near real-time from live DB2 database transactions.

Database Servers

Nine production instances of SQLServer support 96 application databases for Internet/extranet, Clarity PPM, Sharepoint, Biztalk, and other applications.

Networks

The AOC network primarily connects court workstations and printers across the state to servers in Olympia. The AOC network is segmented into several pieces known as the local Olympia network, Consolidated Technology Services (CTS) network, Temple of Justice, Court of Appeals (COA), Intergovernmental (IGN) courts, JIS courts, and the Internet.

Local Olympia Network

AOC owns and operates the network in Olympia that houses the various servers. AOC is connected to CTS by two 100 megabit Ethernet fibers. One connection is direct to CTS; the other connects to the Internet. Network monitoring of the local Olympia network, Temple of Justice, COA, and JIS courts is performed by a product called OpManager. Network sessions outside the local Olympia network and COA segments must go through the AOC firewall before establishing connections to AOC servers. Access to AOC is offered through VPN.

Consolidated Technology Services Network

CTS is used as a network transport. CTS connects the local AOC network to the Temple of Justice, Inter-governmental courts, and JIS courts. AOC does not monitor the network devices at CTS.

Temple of Justice

The Temple of Justice network is connected to CTS by a 100 megabit Ethernet fiber. The Temple of Justice building houses the Supreme Court. The network devices that support the Supreme Court consist of a router, a firewall, and several switches located in six wiring closets.

Court of Appeals

There are three divisions of the COA. Division 1 is located in Seattle. Division 2 is located in Tacoma. Division 3 is located in Spokane. All three locations are connected by T1 service to a frame-relay cloud which is connected to the local Olympia network. Each COA division has a router and several switches.

Inter-Governmental Network Courts

Those courts that are located in or near their respective county seat in every county (except Wahkiakum) are connected either by T1 circuitry or Ethernet services to CTS. Counties running Ethernet are Yakima (100 megabit); King (4 megabit); and Thurston (10 megabit). CTS staff own and operate their network equipment including the routers that terminate in the county seats. County network staff or third party vendors maintain the county networks.

JIS Courts

Courts not connected through their respective counties connect directly to CTS using T1, fractional T1, or 56 kilobit frame relay circuits. AOC provides these courts with network equipment.

Internet

Access to some of AOC's applications and the use of VPN for access is provided through the Internet.

Desktop Computing

ISD provides PC technical support services to the Supreme Court, the COA, and the AOC. Services include: ordering equipment, configuration and installation, desktop support, and surplus.

There are 1,025 desktop PCs and laptops in inventory. They are refreshed every five years. All devices are purchased, not leased. Old equipment is sent to state surplus after data has been completely erased.

Security

Security policies and procedures are maintained by the Infrastructure Manager. Policies address such topics as password security, network access, secure remote network access, user account creation/deletion, firewall access, server security, desktop security, change management, incident response, intrusion detection, wireless access, physical access, media storage, destruction, and disposal.

The last security audit for the courts was conducted in May 2012. The last JIS security audit was conducted in 2010. The audit reports are filed with the Infrastructure Manager.

Disaster Recovery / Business Resumption

The JIS Information Technology Disaster Recovery / Business Resumption Planning Policy requires the AOC to develop, maintain, and test a Disaster Recovery Plan. The plan addresses two categories of disasters:

- Localized event which could have impact on daily activities.
- Catastrophic situation disabling the data center.

To help offset the impact of a localized event bringing down the datacenter, we have made these recent improvements:

- Implemented failover servers running in a cluster mode. If one server fails, the others take over.
- Upgraded our Uninterruptible Power Supply (UPS). We now run with two UPS which are capable of providing 45 minutes of backup power.
- Installed a diesel generator that provides unlimited power to the AOC Datacenter building.

For catastrophic events, the AOC obtained a “Hot Site”. A “Hot Site” is a facility that has the necessary computing equipment and resources to recover the business functions affected by the occurrence of a disaster which has rendered the data center unavailable.

In compliance with JIS Policy, JIS systems will be available within 48 hours of declared disaster and data is no more than 24 hours old.

The following table illustrates Recovery Time Objectives for the various documented business functions:

Business Function	Impact of Loss of Service	Recovery Time Objective
JIS case management and accounting services for courts; includes production database, applications & essential systems software, and future operational data store.	Courts operate in extremely degraded mode. They have no access to up-to-date calendars to run courtrooms; cannot update accounting records and must issue manual receipts; cannot transmit funds to state and local treasurers. A data entry backlog of documents, receipts, and other entries is created and must be managed. Judges do not have criminal histories.	48 hours
JIS services for juvenile detention agencies.	Users do not have information needed to make referral decisions and cannot track juveniles' status within detention facilities.	48 hours
Operational data store (ODS) and data warehouses.	The ODS and data warehouses are critical sources of information for the courts and the public. Loss of the ODS or a warehouse will impact users' ability to operate.	48 hours
Information and services on extranet website.	The extranet is the access point for the JIS services. Courts lose access to a variety of useful information and some services – most importantly bench books and other manuals they rely on to do their jobs. As the extranet becomes the access point for the JIS, they also lose access to the JIS. In the future, they will lose the ability to file problem reports.	48 hours
Help desk services.	Trial court, appellate court and AOC staff cannot get problems resolved.	48 hours
Archived production data.	Users cannot get detailed information on old cases.	5 days
Access to JIS for criminal justice agencies.	Prosecutors and law enforcement agencies lose access and must rely on their own databases. Possible impact on public safety.	5 days

Business Function	Impact of Loss of Service	Recovery Time Objective
Access to JIS for other governmental units.	Governmental subscribers lose access information they need for their businesses. JIS loses revenue.	5 days
Access to JIS for the public (JIS-Link).	Public access subscribers lose access information they need for their businesses. JIS loses revenue.	5 days
File servers for AOC and appellate courts. (H & N drives plus, JCS and Research Data) Office software)	AOC and appellate court staff cannot perform their jobs; projects lag. JCS Reports and stored images are unavailable.	5 days
Email and other group services for AOC and appellate courts.	AOC and appellate court staff must rely on other avenues of communication.	5 days
Internet access for AOC and appellate courts.	AOC and appellate court staff must rely on other avenues of communication and information.	5 days
Public indexes and agency data dumps.	JIS information provided in bulk is uses for analytical purposes and by data resellers. Given the quarterly cycle for these products, the effects of an outage are mitigated.	2 weeks
Information and services on public website.	Public loses access to a variety of information and services, but can access key services – e.g., forms and opinions – elsewhere on-line.	2 weeks
Information and services on intranet website.	AOC staff that depend on intranet resources (e.g., developers who need JIS documentation and other materials) cannot do their jobs. Projects are delayed.	2 weeks

Applications

The AOC maintains a set of nine primary JIS applications that are critical to the courts for the purposes of case management, court administration, and reporting. These applications range in age from 4 years to 35 years old. The applications are primarily custom-built in a variety of programming languages, including COBOL, Natural, and JAVA.

Long term sustainability refers to the ability of an application to provide current service levels over the next five years. The table below shows the long-term sustainability risk using the following indicators:

-  Able to avoid negative impact on application and users
-  Challenging to sustain at current levels
-  Difficult to sustain at current levels without negative impact

Primary Applications

Application	Description	Years in Service	Long-term Sustainability
Superior Court Management Information System SCOMIS	This application is the primary docketing system used by the county clerks in support of the superior courts. This application also provides minimal case calendaring and management functionality to the clerks and superior courts. This application is accessed by the other court levels in view-only mode.	35	
Judicial Information System JIS (also known as District and Municipal Court Information System DISCIS)	This application is the primary accounting and case management system used by the district and municipal courts. This application also serves as the repository of person records and domestic violence protection order tracking, supporting both the courts of limited jurisdiction and the superior courts including juvenile departments. A version of its accounting module supports the superior courts.	24	
Appellate Court Records and Data System ACORDS	This application is the primary case management system used by the Supreme Court and Court of Appeals. It supports case filing, event management, calendaring and management of opinions.	9	
Juvenile and Corrections System JCS	This application is the juvenile referral and juvenile detention management system used by the juvenile courts. It provides for pre-case filing, juvenile sentencing, diversion and post adjudication probation support.	7	
Judicial Receipting System JRS	This application is the receipting system used by the county clerks' offices in support of the superior courts. The system processes receipts, balances the cash drawers and forwards the transaction for posting against case balances maintained in JIS.	19	

Application	Description	Years in Service	Long-term Sustainability
Court Automated Proceedings System CAPS	This application provides resource management and case event scheduling for the superior courts. It is currently in production and in use at one county.	9	
Judicial Access Browser System JABS	This application provides a view of criminal history, active warrants, domestic violence protective order, and child custody order information. It is available to all court levels and used typically by judicial officers and clerical staff.	11	
Data Warehouse Business Objects XI BOXI	Reporting Tool for Data Warehouse data. Users can create custom reports, save and send reports.	4	
Electronic Ticket Processing ETP	Application used by the courts to process tickets filed electronically. Reporting function is covered through web applications.	5	

There are over 60 secondary applications and data exchanges that support important business functions of the courts, criminal justice and the AOC.

Secondary Applications

Application / Product	Description
Adult Static Risk Assessment	A STRONG-based static adult risk assessment application system to be used by Washington trial courts to provide them with risk of recidivism information to aid in judicial officer pre-trial decisions.
AFRS Data Distribution System	ADDS provides financial information from AFRS in a relational database for downloading to agency internal applications. Used to query financial data and data collection by JCTS. Used by MSD.
Agency Financial Reporting System	Washington state accounting system used by all state agencies and higher education institutions.
AOC Mailing Label	Client-based application used for storing AOC and court employee contact information. Primarily used for printing large groups of mailing labels.
Attorney Notifications	A task that runs nightly and uses JIS data to create a list of calendared cases for interested attorneys.
Bill Tracker	An application that allows AOC staff to manage / track bills for each legislative session.
Black's Law Dictionary	Legal reference book/dictionary used by Court Education Services.
Budget Development System	BDS allows development of the agency's operating budget. Provides AOC budget office with a tool for developing budget requests.
Capital Asset Management System	CAMS provides for the control, accounting, and reporting of agency fixed assets and capital leases. Provides Financial Services with an automated depreciation module for capital assets.
Caseload Reports	Statewide caseload, time standards, and pending-caseload reports generated monthly. Crucial information used by courts in policy discussions, legislative and other analysis.

Application / Product	Description
Clarity PPM	Clarity is a project and portfolio management tool that allows AOC ISD to plan and manage investments in projects, applications, resources and other assets.
Convicted Felon Reporting	This application extracts JIS data for convicted felons, and reports the information to the Department of Licensing (DOL) Firearms section via their web service. The courts are also provided with a reporting tool which allows them to request a list of cases that were sent to the DOL-Firearms.
Court Directory	An application that allows management of the Court Directory. Information is displayed on the public web site and extranet.
Court Interpreter Database	An application that enables the AOC to administer a court interpreter testing and training program and to maintain a list of certified interpreters. Mandated by section 2.43.070 RCW.
Court of Appeals e-Filing	Application that provides trial courts the ability to upload documents needed to file a case with the Court of Appeals.
Court of Appeals Transfer	Transfers changed data within a given timeframe from ACORDS to appellate court systems.
Court Supplies	An application that provides a means for courts to order supplies provided by AOC.
Cybersource	Cybersource provides fast, reliable, and secure electronic credit card processing for online or over the phone credit card payment options. Used by MSD.
DataWarehouse Business Objects	Case information for querying and reporting.
Decision Process Framework	A SharePoint application used to submit, track and communicate ISD Leadership decisions.
Disbursement Reporting System	DRS, a sub-system of AFRS, is a payment history system that provides agencies access to AFRS payment data. Used to process 1099-MISC forms and OMWBE reporting.
Disclosure Forms	An electronic way of capturing the detail data for various aspects of an agency's activities. Facilitates the preparation of the comprehensive Annual Financial Report (CAFR). Used by fiscal to input annual financial data to OFM.
eClips	This service compiles links to news articles of interest to the courts. Articles are posted each day and are organized by topic. Users can subscribe to receive eClips by email. There is also a web-based version.
Electronic Leave Slips	Manage leave slips electronically. Allows employees to create, managers to approve and payroll to print leave slips. Used by AOC, COA.
Electronic Ticket Process	This application is a web application that integrates the Statewide Electronic Collision & Ticket Online Records (SECTOR) system with DISCIS. Electronic tickets are routed to the AOC via the Justice Information Data Exchange (JINDEX) applications. The electronic tickets are processed and stored using the DISCIS system using a Web page overlay.
Enterprise Budget Reports	EBR delivers reporting information from the different budget systems (BDS, CBS, FNS, RPM, SPS & TALS) via Enterprise Reporting. Provides MSD Budget Services timely reports for budget forecasting to management.
Enterprise Financial Reports	Enterprise Financial Reports delivers AFRS, CAFR, Disclosure Forms, Financial Statements, TEMS and other financial information via Enterprise Reporting. Provides fiscal and program staff with timely financial reports and statements.
Event Manager	An application used by AOC staff to manage events such as judicial conferences and to manage the continuing education credits earned by judges.

Application / Product	Description
Financial Toolbox	The Financial Toolbox is a web-based application enabling users to prepare transactions in an Excel spreadsheet and transmit to AFRS. Used by MSD to upload large amounts of data to AFRS.
Firearms Reporting	An application that provides trial courts the ability to identify mental health cases that need to be reported to NICS and DOL.
FormSite	Used by ISD to create online surveys.
Gregg Reference Manual	Used by Court Education Services as authority on grammar, style, usage and formatting.
Guardianship	Allows a person to apply on-line to become a guardian and maintain their own account information. Allows AOC staff to track status of certified guardians and ongoing certification requirements. Generates reports and mailing labels.
Human Resources Management System	HRMS is the enterprise HR and payroll system for WA State government. HRMS captures and distributes statewide personnel, payroll and financial data and produces paychecks for approx. 70,000 employees in more than 100 agencies.
Inside Courts (Extranet)	Enables the AOC to provide online services to its court customers. Provides AOC and court-related information.
Interpreter Reimbursement	A web-based application that allows courts to record daily court interpreter services for reimbursement. Allows AOC staff to review, edit and approve/deny these services for reimbursement.
ISYS	Program that enables fast, easy searches of multiple file types. Indexes works in all documents and searches indexes to produce quick results. Used by Legal Services.
ITG Portal	The IT Governance Portal is a web-based application that allows the court community to initiate requests to enhance court applications and provides workflow and reporting as the request flows through the governance process.
JIS-Link	The AOC provides a facility that allows the public to access display-only JIS court information through a web-based service called JIS-Link. JIS-Link is offered pursuant to chapter 2.68 RCW and applicable JISCR. JIS-Link is a fee-based subscription service.
Judicial Contract Tracking System	JCTS is a web-based application that provides contract tracking, processing and performance of agreements with AOC. Used by MSD, program managers, Office of Public Defense, Office of Civil Legal Aid, AOC on behalf of the Supreme Court.
Juvenile Offender Reporting	This application extracts JIS data for juvenile cases (type 8), when a NITPF (Notice of Ineligibility to Possess Firearm) docket entry is found. Person information is forwarded to the DOL Firearms section via their web service. The courts are provided with an application that allows them to review a list of cases forwarded to DOL-Firearms.
Juvenile Risk Assessment Tools	This application provides Juvenile and CLJ Assessment tools for pre- and post-case adjudication decision making. It is a purchased application hosted at AOC.
OFM Fiscal Note System	Provides a means to track and submit fiscal impacts of legislative bills. Also used by agencies to communicate fiscal impact for agency request legislation.
Opinion Upload	An application that allows courts to upload and distribute opinions.
Positive Achievement Change Tool	This tool is used to determine how to effect a youth's behavior by changing conditions in his or her environment. This is done by using statistical measures (i.e., a series of questions and answers in several defined categories as past criminal history, social support, family) which have been proven to target key behaviors for positive change.

Application / Product	Description
Property Disposal Request System	Web-based application provides the ability to create and submit property disposal requests to GA Surplus Programs and check status of requests. Used by MSD.
Public Case Search	This application provides public access displaying case information. It provides access to find cases for a person, court date for a person or cases assigned to an attorney.
Quickbooks	Business accounting software. Used by MSD Financial Services.
RightNow!	A customer relationship management tool that facilitates managing and tracking of IT-related incidents. It also provides a knowledgebase of known problems and solutions.
Salary Projection System	SPS provides estimates for salary and benefit needs pertaining to the preparation of allotments, biennial and annual budgets, fiscal note estimates and labor negotiations. Provides MSD budget with a tool for projecting current and future salaries for budgeting purposes.
SAS	Data analysis tool used by Court Research.
Secure Access Washington	SAW is a web-based application that allows users to report L&I premiums incurred during a specific period.
SharePoint	Agency collaboration and communication tool. Used by JSD and ISD. Includes applications, workflow and document management capabilities.
SPSS	Statistical Package for the Social Sciences. Used by Court Research.
STAT Transfer	Stat/Transfer moves data among different spreadsheet and statistical programs by converting files from one format to another.
STATA	Complete, integrated statistical package that provides data analysis, data management and graphical results.
Survey Monkey	Used by Court Research to create and publish online surveys and review results graphically in real time.
The Allotment System	TALS allows development of the AOC's capital and operating allotment packages on-line. Supports the allotment development, management, review, reporting, and monitoring needs. Provides MSD Budget Office with a tool for establishing and maintaining biennial budget allotments.
Time for Trial Reporting	An application that manages the display of time for trial information reported to the AOC.
Treasury Management System	TM\$ is a web-based application that enables users to research cash transactions, warrant inquiry, cash receipt journal summary entry, view journal vouchers processed through OST and run reports.
Unclaimed Property Application	The Unclaimed Property application is a web-based application that allows users to report unclaimed property held by organizations. Used by MSD to report unclaimed property.
Use Tax Filing	The Use Tax Filing Application is a web-based application that allows users to report use tax incurred during a specific period. Used by MSD.
Vehicle Related Violations Data Exchange	VRV is a standards-based data service (data exchange/web service) that enables real-time electronic submittal of vehicle related violations from law enforcement agencies to JIS.
Version Reporting System	VRS provides AOC with electronic access to budget versions that are proposed during the budget process. Multiple reports are available from detail to summary and 2 and 3 way version comparisons. Allows management to plan and prepare for finalized budget.

Application / Product	Description
Washington Courts (public web site)	Public web site providing the public with information about the Washington state judicial system.
WSP Dispositions	Disposition data transfer to the Washington State Patrol.
West Check	Provides fast online citation checking and up to the minute publication lists. Used by Legal Services.
Westbrief Tools	Westbrief Tools is a citation-checking and file retrieving software application used with Microsoft Word.
Westlaw	Online legal research service for legal and law related materials and services. Used by Legal Services.

Current Investments

Current technology investments during the 2011-13 biennium will implement the strategies of modernizing legacy applications, moving toward commercial-off-the-shelf applications, enabling data exchanges among local and central systems and improving ISD service delivery capabilities.

The following is a list of the more significant investments. Three of these investments are managed as programs – with a number of sub-projects included in each program as noted below. In addition, there are 47 other projects that are in-progress, planned or have been completed during the biennium.

- Superior Court Data Exchange (SCDX)
- Superior Court Case Management System (SC-CMS)
- Appellate Court Electronic Content Management System (AC-ECMS)
- Information Networking Hub (INH) Program– 2 sub-projects
- Commercial Off-the-shelf (COTS) Preparation Program– 10 sub-projects
- ISD Transformation Program– (9 sub-projects)

Each of these investments is described in more detail in the following pages.

Superior Court Data Exchange (SCDX)

Project Overview

Justice information is currently shared among the courts and justice partners using a variety of different methods. The various methods require manual processes and/or customized, automated approaches. There is no single common approach for the large amount of data that is shared among the AOC and its customers.

A consistent, defined set of standards and a standard technology solution for sharing information is required to:

- Eliminate redundant data entry
- Improve data accuracy
- Provide real-time information for decision making
- Reduce support costs through a common technical solution for sharing data

The SCDX project will deploy a data exchange that will enable local court information systems to access the SCOMIS data using a standard messaging format.

Objectives

This project will meet the following objectives:

- Set and define a strong technical foundation through implementing leading practice standards for sharing data between third party systems.
- Build capability by defining and enabling reuse of existing AOC infrastructure investments following a Service Oriented Architecture approach (SOA).
- Develop and deploy targeted data services (data exchange / web services)
 - Retiring and replacement of current data sharing approaches
 - Enable query and update access to SCOMIS for sharing data and eliminate the need for duplicate data entry by superior courts.

Approach

66 web services will be developed and deployed incrementally in the following 4 increments:

- Increment 1: 10 web services
- Increment 2: 19 web services
- Increment 3: 12 web services
- Increment 4: 25 web services

Superior Court Case Management System (SC-CMS)

Project Overview

The Superior Court Case Management System (SC-CMS) Project is intended to procure and implement centrally hosted commercial off-the-shelf case management software. Once acquired, the software will be made available to superior courts state-wide. The SC-CMS will specifically support calendaring and case flow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision making, scheduling, and case management.

Objectives

In September 2011, the Superior Court Judges' Association, Washington Association of County Clerks, and the Association of Washington Superior Court Administrators recommended that the JISC approve the acquisition and deployment of an SC-CMS. The objectives of this system are to:

- Enable judicial officers to:
 - Direct and monitor court case progress.
 - Schedule case events.
 - Enforce court business rules.
 - View case plans/schedules, status, progress, and case party information.
 - Quickly and efficiently communicate court schedules and orders.
- Enable county clerks to:
 - Quickly and efficiently maintain court records.
 - Report and view case docket, schedule, status, progress, and case party information.
 - Enforce court business rules and address statutory requirements.
 - Effectively manage clerk resources.
 - Streamline business processes.
 - Enable public access per statute and court rule.
 - Migrate away from SCOMIS without losing functionality.
- Enable court administrators to:
 - Report and view case plans/schedule, status, progress and case party information.
 - Quickly and efficiently schedule case events.
 - Enforce court business rules.
 - Quickly and efficiently communicate court schedules and orders.

Approach

The high-level SC-CMS Project timeline is outlined below. This timeline will be adjusted when contract negotiations with the Apparent Successful Vendor are complete.

- Feasibility Study: November 2010 – September 2011
- Phase 1: RFP Development and System Acquisition – September 2011 – May 2013
- Phase 2: Configuration and Validation – May 2013 – June 2015
- Phase 3: Local Implementation Preparation – May 2013 – February 2018
- Phase 4: Pilot Implementation – January 2015 – July 2015
- Phase 5: Statewide Implementation – July 2015 – July 2018

Appellate Court Enterprise Content Management System (AC-ECMS)

Project Overview

The appellate courts in Washington State consist of the Supreme Court and the Court of Appeals. The Court of Appeals consists of three divisions located in Seattle, Tacoma, and Spokane. The appellate courts use ACORDS to support case filing, event management, calendaring, and management of opinions. Additionally, each division of the Court of Appeals maintains their own electronic document management system for management of court documents.

The purpose of this project is to acquire a common commercial off-the-shelf application that will provide the functionality and workflow processes required by the appellate courts.

Objectives

The project will acquire, configure, and implement a common application for the appellate courts that will:

- support the business requirements of the appellate courts
- provide a web interface for external court users and the public
- support electronic filing of documents
- implement an automated workflow for processing court documents
- combine the functionality of the current ACORDS and document management into one system

Approach

The project will be accomplished in these phases:

- Requirements analysis
- Procurement
- Analysis and design
- Incremental configuration and deployment
- Testing
- Training and knowledge transfer
- Operations transition
- Project close out

Information Networking Hub (INH)

Project Overview

The Information Networking Hub (INH) Program is a multi-year effort to provide a set of core business services and a central data repository of state-wide shared information and provide the architecture by which centralized and local court systems can access the information. The services delivered by the SCDX project will be highly leveraged by the INH project in the development of data exchange services.

The initial effort of the INH program (Release 1) is to develop a core technology foundation and develop an essential set of data exchange services needed to ensure that the new SC-CMS, when implemented, can exchange data with existing legacy systems and local court systems.

Foundation – Establish a core technology foundation by which other aspects of the INH can be developed and deployed and begin defining the required data models, data quality and business rules of the central data repository anticipated to be established by the INH project.

Pilot Services - The pilot services will implement the INH technology as a production ready prototype. The initial pilot services will be designed, developed and used to prototype and refine future INH business services design and development.

Objectives

Pilot Service Deployment

- Develop and deploy pilot data exchanges to serve as operational prototypes.

Develop Business Service Processes and Templates

- Develop business service model templates and standards
- Develop common solution patterns for the development of new services

Design and Develop Middleware Architecture and Infrastructure

- Design and Develop Middleware Data Exchange Services

Design an Enterprise Data Repository (EDR)

- Develop the conceptual, business and logical data models
- Develop the physical data design framework
- Implement data quality automation

Legacy System Migration

- Migrate legacy systems to EDR
- Develop reference data framework
- Develop information registry framework

Approach

The sequencing of the INH project work is being driven by the need to support the new SC-CMS. An emphasis will also be placed on ensuring that existing JIS applications can interoperate with INH and the new SC-CMS. Although the SC-CMS is the immediate business driver, the INH is planned to be a standalone capability that is integral to the AOC's overall data integration strategy.

INH components and services will be delivered in the following releases:

- **Release 1** prepares for SC-CMS and consists of:
 - Middleware services and templates
- **Release 2**
 - EDR
 - Data Quality Automation
- **Release 3**
 - Legacy system migration to EDR
 - EDR updated using business services
- **Release 4**
 - Courts of limited jurisdiction and appellate court systems

Commercial Off-the-Shelf (COTS) Preparation

Project Overview

As a result of the 2008 IT strategic planning effort, the JISC and AOC adopted a strategy to modernize the portfolio of JIS applications by acquiring and configuring commercial off-the-shelf applications, where appropriate. The SC-CMS is expected to be the first COTS-based application to be implemented.

To prepare for the implementation of the new SC-CMS, AOC initiated the COTS Preparation program to identify impacts and mitigate risks associated with the implementation. Specifically, the program will identify impacts and risks related to existing applications and infrastructure components in the JIS portfolio. To accomplish this, the program is comprised of 10 sub-projects divided into two tracks – Infrastructure and Applications.

Objectives

Infrastructure

The infrastructure track consists of five projects intended to address the following areas of the infrastructure:

- Network capacity and performance
- Service Level Agreements
- Disaster Recovery
- Network future state
- Computer/storage future state

Applications

The applications track consists of five projects intended to address the following areas:

- JIS-Link impacts
- Data warehouse impacts
- Existing system impacts
- Existing external data exchange impacts
- Statewide reporting impacts

Approach

COTS Preparation is structured as a program with two related tracks – infrastructure and applications. Each track is managed by a project manager. This project is closely tied to the SC-CMS project and must meet deadlines imposed by the SC-CMS project to ensure the readiness of infrastructure and existing applications.

Information Services Division Transformation

Project Overview

In 2008, the AOC's ISD undertook a strategic planning effort with the goal of maturing the IT organization so that it could better support the implementation and maintenance of modern computer systems.

The current capabilities of the ISD organization were assessed at that time and compared to the desired future state. A roadmap was developed to achieve the desired future state and became known as the ISD Transformation Roadmap. Beginning in 2009, and continuing through the 2011-13 biennium, a series of projects have been completed to establish or improve service capabilities of ISD.

This project is intended to establish the remaining capabilities identified in the roadmap.

The roadmap projects that have been completed to date are:

- IT Governance
- IT Portfolio Management
- Enterprise Architecture Management
- Data Governance
- Establishing Enterprise Security Requirements
- Establishing Governance Bodies (decision making framework)
- Performance Reporting
- Project Management Office
- Organizational Change Management
- Relationship Management
- Service Catalog
- Resource Management
- Vendor Management

Objectives

The objectives of this project are to establish or improve capabilities in the following areas:

- Managing enterprise requirements
- Managing software product releases
- Managing application development

Approach

The ISD Transformation is structured and managed as a program. There are three projects yet to be completed. They are:

- Enterprise Requirements Management
- Release Management
- Application Development Management

All positions with the Transformation have been identified and the majority of those have been filled. Work continues to implement the remaining projects within the program. This work is being achieved through a combination of dedicated staff and contractor efforts to develop, document, and implement the associated policies, standards and processes.

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Other Investments

Active Projects

ITG #	Investment	Description / Business Value	Est. Finish Date	Status
130	Mandate – Add JIS case condition codes	Add case condition code MDP for tracking defendant's compliance with Methadone Program as ordered by a judge as a condition of sentence. Add case condition code IOP for tracking defendant's compliance with Intensive outpatient treatment as ordered by a judge as a condition of sentence.	Jun 2012	In-progress
125	Mandate – Changes to Court Rule CrRLJ 3.2 that impacts JIS for CLJs	This mandate is to implement changes to Court Rule Criminal Rule of Limited Jurisdiction (CrRLJ) 3.2, which was adopted by the Supreme Court on June 3, 2010. This change must be in place by July 1, 2012. According to the proposed change the courts will no longer be able to enter a Finding/Judgment (F/J) Code of BF - Bail Forfeiture as a final disposition of a charge in the JIS. The existing BF F/J Code will need to be made no longer effective as of July 1, 2012.	Jul 2012	In-progress
165	Codes Request – Dependency Cases	This request, as approved by the Codes Committee, is to create 11 new Dependency Exit Order Codes for SCOMIS.	Oct 2012	In-progress
137	Upgrade CA Clarity to v. 13	The AOC's ISD has implemented Computer Associates (CA) Clarity version 12 as its project and portfolio management tool. Version 13 of Clarity has been released and CA has announced that support version 12 will be discontinued on December 31, 2012. This request seeks to upgrade ISD's current implementation from version 12 to version 13.	Dec 2012	In-progress
94	Guardian Application	This request seeks to implement changes to the Guardian application to accommodate changes to the Certified Professional Guardian Board's Continuing Education Regulations.	Apr 2013	In-progress
9	Add accounting data to the data warehouse	This enhancement would mirror accounting data into the Data Warehouse and make specific canned reports available.	Aug 2013	In-progress
41	Remove CLJ archiving and purge certain records	JISC directs that AOC remove the archiving requirement for certain courts of limited jurisdiction records and, by extension, remove archiving of these records from the JIS applications. This request would see the records in the JIS applications "destroyed" at the same time the records are listed for destruction by the courts.	Aug 2013	In-progress

AOC IT Portfolio Report | 2012

ITG #	Investment	Description / Business Value	Est. Finish Date	Status
58	Enhance JIS to allow bench warrants to print on plain paper (combined with ITG 37 & 79)	This request is for an enhancement to JIS to allow CLJ to print warrants on plain paper rather than a printed form.	May 2013	In-progress
37	Comments line on bench warrants (combined with ITG 58 & 79)	This request is for an enhancement to JIS to provide an area on the Warrant Order (WRO) screen to include comments that would be printed on a warrant of arrest. The comment would print once on the warrant issued and would not be added to subsequent warrants for the same case.	---	---
79	WRO screen change under BAIL options (combined with ITG 58 & 37)	This request seeks to change the WRO screen in the JIS. On the WRO screen, the current options for the Bail field are: 1. Cash Bail or Bond/No PR and 2. No Bail. This request seeks to change the options to: 1. Cash Bail Only/No PR, 2. Bondable, and 3. No Bail. The docket entries should also be changed to reflect the new options. In addition, the endorsing group asks that the screen be enhanced to allow bench warrants to be issued for \$100,000.00 and above.	---	---
126	Update SharePoint to v. 2010	<p>The goals of this project are to:</p> <ul style="list-style-type: none"> • Procure and configure virtual servers for the three environments needed to deploy SharePoint 2010 • Design, configure, and implement SharePoint 2010 in the virtual environment • This includes the purchase of server and client access licenses • Develop guidelines to govern the use of SharePoint • Migrate the existing SharePoint 2007 content to the new environment • Develop new content to enhance and expand AOC's use of SharePoint, including extranet access for our court customers and the public 	Jul 2014	In-progress

AOC IT Portfolio Report | 2012

Planned Projects

ITG #	Investment	Description / Business Value	Start Date	Status
27	Expanded Seattle Municipal Court case data transfer	The Court desires to work with the AOC to develop a two-way data exchange, which would expand the current SMC/AOC data exchange to include infractions and develop a new data exchange with the AOC that would allow for the retrieval of SMC defendant criminal history into the SMC case management system.	TBD	Planned
3	Imaging and viewing of court documents	Superior Court judges have a need to see images of certain documents from other courts to verify information or to find details not recorded in SCOMIS or JIS. Currently, court staff must call the clerks of other courts and have specifics of the documents read to them. Court personnel need to view documents from all trial courts and not just their own court.	TBD	Planned
7	SCOMIS field for CPG number	The AOC proposes to create a new person type for Certified Professional Guardians (CPG). A CPG would be added as a case participant by entering the CPG number into the system in the same way that attorneys are added by Bar number. A BOXI report would also be created to simplify gathering the data requested.	TBD	Planned
26	Prioritize restitution recipients	This request is for an enhancement to JIS to allow courts to prioritize restitution recipients in cases where restitution is owed to multiple victims. The request seeks to maintain the current system as the default whereby payments are split proportionally among the victims.	TBD	Planned
31	Combine true name and aliases for time pay	This change will allow court personnel to see all accounts receivable for a person and set up a single Time Pay for the individual no matter which name the case was filed under. Currently the courts have to set up a Time Pay agreement for each name which can result in an individual having to make two payments in a month rather than a single, combined payment	TBD	Planned
32	Batch enter attorneys to multiple cases	This request is for an enhancement to enable courts to attach an attorney to multiple cases more easily. The courts wish to have a screen where they can enter the attorney's BAR Number and Begin Effective Date one time and then enter multiple case numbers on which to add that same attorney as a case participant.	TBD	Planned

AOC IT Portfolio Report | 2012

ITG #	Investment	Description / Business Value	Start Date	Status
38	Transfer code for judgment field	<p>Cases that are transferred from one court to another show up on the DCH screen twice and can be confused as two cases rather than just one that is being transferred. The finding and judgment code shows as D (dismissed) which is inaccurate.</p> <p>If not resolved, the DCH could be viewed incorrectly and the defendant might be prejudiced because it appears there are more cases than actually are.</p>	TBD	Planned
49	Reversing/transferring recouped costs to jurisdiction	<p>This request seeks to enhance JIS to allow additional Cost Fee Codes (CFC) to be reversed, and/or transferred on the Check Register (CKR) screen. Currently some CFCs can be reversed, and/or transferred while others cannot.</p>	TBD	Planned
62	Automate courts DCXT table entries	<p>This request seeks to automate the process for updating the County Department Cross Reference (DCXT) tables. Courts have to manually update their DCXT tables for every new Budgeting, Accounting and Reporting System (BARS) Code established due to new legislation. Errors occur in this process which can lead to misdirected funds.</p>	TBD	Planned
68	Allow full print on Docket public view	<p>This request is for an enhancement to allow the Public View of Docket to print the full docket instead of the screen print that is now available. This would function like the Court View of Docket.</p>	TBD	Planned
70	Access data from payment monitoring report	<p>The AOC proposes to redevelop the current Payment Monitoring Report (PMR) process to provide a data extract that is not limited in regards to the amount of data that can be processed in a single query.</p>	TBD	Planned
85	JRS replacement	<p>This request seeks to correct deficiencies in the Judicial Receipting System (JRS) to provide expanded data field sizes, increased flexibility, real-time processing, and better reporting.</p> <p>Modernizing JRS would provide more real-time or near real-time information for courts and customers. It would also meet other identified requirements that are not currently being met as identified by court customers. It would improve customer service delivered by the courts to customers.</p>	TBD	Planned
87	Allow JIS password to be changed in JABS	<p>The AOC would enhance JABS by adding a Judicial Information System (JIS) password change screen within JABS. The JIS password is also used to access JABS. This enhancement would simplify the process of changing the JIS password for JABS users by eliminating the need to log into JIS to change the password.</p>	TBD	Planned

AOC IT Portfolio Report | 2012

ITG #	Investment	Description / Business Value	Start Date	Status
102	Request for new case management system to replace CLJ case management system	Replacing a major legacy system would be a multi-year effort and a multi-million dollar investment. For a project of this size and complexity, a feasibility study is necessary for due diligence and to gain a better of understanding of associated costs and project risks. The AOC would begin by conducting a feasibility study to gather and document high-level business requirements for the CLJs. AOC will also solicit information from vendors to determine if systems exist in the market space to meet the needs of the courts.	TBD	Planned
107	PACT Domain 1 integration	The Positive Achievement Change Tool (PACT) is the juvenile risk assessment software used to identify the criminogenic needs of juvenile offenders and is used to determine juveniles' eligibility for evidence based treatment programs. The intent of this project is to take the domain 1 report developed for the juvenile departments by AOC ISD (which pulls data from JCS, SCOMIS, and DISCIS) and link it directly to ADC, thus removing the step of hand entering information from the printed report in to the ADC software.	TBD	Planned
108	New DOL ADR format	This request originated from the DOL. DOL would like the AOC to change how it receives the Abstract of Driving Record (ADR) from DOL's systems. AOC is currently tapping into one of DOL's legacy COBOL systems to access driver abstract information. Unfortunately, the string data that AOC's system gets via the old interface is a screen dump of the driver abstract. The format of data elements are laid out for viewing, which makes it extremely difficult for AOC's system to parse and maintain. This is often the reason why AOC's systems fail when DOL makes a layout change.	TBD	Planned
122	Event Manager	Event Management is mostly done manually today due to the significant limitations of the current system. Given that the team spends an estimated 160 hours per year doing work that could be done more efficiently electronically, and given the relative cost of Event Management systems on the market versus the cost of man hours to revise or rebuild the system, looking closely at vendor options makes sense	TBD	Planned

Completed Projects

ITG #	Investment	Description / Business Value	Finish Date	Status
---	Records Management System	Provide complete SECTOR Ticket, Collision and Disposition data electronically to a local agency's RMS using a combination of the following options: <ul style="list-style-type: none"> • JINDEX messaging broker • SECTOR Back Office data extract • SECTOR client side data pull 	Jul 2011	Completed
---	Back on Track to PACT Conversion	Convert from the Back on Track juvenile risk assessment tool to PACT.	Aug 2011	Completed
50	JRS Windows 7 compatibility upgrade	The current JRS 3.16 Release is built on a codebase that received its last major update in 2005. At that time JRS received maintenance and enhancements to provide for Windows XP compatibility. As of October 2010 Windows XP is no longer available for new systems and consequently JRS is not compatible with new PC hardware.	Oct 2011	Completed
72	JRS workstation-electronic journaling	The AOC is requesting a decision by the courts on whether to implement electronic journaling or remain with the current paper journal system.	Oct 2011	Completed
---	JIS baseline services	Under direction established by the JISC, this Workgroup (created June 25, 2010) set about to determine which business functions should be made available centrally to all courts in the state (with JIS funding), and which functions should be decentralized (provided locally). This identification of baseline services provides a crucial foundation for the building of information systems that serve Washington's court-business needs. 40 baseline services were approved. 16 services needed additional definition.	Oct 2011	Complete
84	Remove hyphens from drivers license number displayed on DOL screen in JIS	This request is for the AOC to remove the hyphens from drivers license numbers when they are displayed on the DOL screen in the JIS.	Nov 2011	Completed
---	Vehicle Related Violations Data Exchange	VRV is a standards-based data service (data exchange/web service) that enables real-time electronic submittal of vehicle related violations from LEA's to JIS.	Nov 2011	Completed
111	JRS transaction code for internet surcharge	This request seeks to create a JRS transaction code to track fees for actions initiated over the internet, such as filing cases or requesting copies of documents.	Jan 2012	Completed

AOC IT Portfolio Report | 2012

ITG #	Investment	Description / Business Value	Finish Date	Status
6	Court interpreter database	The AOC is mandated by RCW 2.43.070 to administer a court interpreter testing and training program, and to maintain a list of certified interpreters.	Jan 2012	Completed
78	Conference hearing fee	This request seeks to create a code to track fees for conference call type hearings. This code would be used to receipt these fees and to track the amount collected for these hearings.	Jan 2012	Completed
---	BizTalk Upgrade	This project is a component of a larger effort of work within the AOC, the Superior Court Data Exchange Project (Superior Court DX). This effort is being undertaken to complete the work necessary to update our current BizTalk Server (BTS) and SQL Server environments.	Feb 2012	Completed
134	Codes request – reinstate code GRDHRG	This request, as approved by the Codes Committee, is to reinstate the code for Guardian Hearing (GRDHRG). This code is a Superior Court Management Information System (SCOMIS) proceeding docket code. It will be available on Case Type 7. The code was disabled on January 12, 1992.	Mar 2012	Completed
139	Codes request – Add FNL code	This request, as approved by the Codes Committee, is to create the Case Condition Code (Case Review/Tracking) code FNL for Final Review.	Mar 2012	Completed
140	Codes request – Allow code STLCON on case type 7	This request, as approved by the Codes Committee, is to allow the use of the Docket Code STLCON – Settlement Conference on Case Type 7.	Mar 2012	Completed
28	CLJ parking module modernization	The existing JIS Parking Module was designed to process parking violations and was developed prior to the advent of red-light and photo-speed violations, also known as VRV. The existing parking module limits the court's ability to efficiently monitor parking and vehicle related violations, receivables, and interfaces with other agencies. The evolution of vehicle related violations has clearly illustrated the business need for a new JIS parking module.	Apr 2012	Completed
96	Allow JABS to display plea and sentencing data	This request seeks to enhance the Judicial Access Browser System (JABS) so that Superior Court sentencing information is available as a separate tab. This would be similar to the way that SCOMIS docket information is currently made available in JABS.	Apr 2012	Completed

AOC IT Portfolio Report | 2012

ITG #	Investment	Description / Business Value	Finish Date	Status
81	Adult Static Risk Assessment	Develop and implement the static adult risk assessment portion of the WSIPP approved Static Risk and Offender Needs Guide (STRONG) v2 tool. Included in the project is automating scoring using JIS criminal history data and providing an interface to enter out of state criminal history data.	May 2012	Completed
145	Mandate – New orders in guardianship cases	This request, as approved by the Codes Committee, is to create a SCOMIS Docket Code OR18FC – Findings and Order on Post-18 Extended Foster Care. This code will also be available in JCS. This is mandated by ESHB 2592.	Jun 2012	Completed
146	Mandate – New orders related to deferred disposition cases	<p>This request, as approved by the Codes Committee, is to create SCOMIS Docket Codes:</p> <ul style="list-style-type: none"> • ORDSDD – Order Dismissing Deferred Disposition • ORRST – Order on Unpaid Restitution Re: Dismissed Deferred Disposition • ORSDDD – Order Sealing Records of Previously Vacated Deferred Disposition Pursuant to RCW 13.40.127 (10) <p>These codes will also be available in JCS. This is mandated by SSB 6240.</p>	Jun 2012	Completed
147	Mandate – Finding and order on Post-18 extended foster care	This request, as approved by the Codes Committee, is to create a Superior Court Management Information System (SCOMIS) Docket Code OR18FC – Findings and Order on Post-18 Extended Foster Care. This code will also be available in the Juvenile and Corrections System (JCS). This is mandated by ESHB 2592.	Jun 2012	Completed
148	Codes request – Two CAPS proceeding codes	<p>This request, as approved by the Codes Committee, is to create one new Court Automated Proceeding System (CAPS) proceeding code and modify one existing code. The codes are:</p> <ul style="list-style-type: none"> • SET STC – Settlement Conference (This code already exists but needs to be available for Case Type 7) • GRD GRD – Guardianship Hearing. 	Jun 2012	Completed
---	Natural to COBOL Conversion	The Natural to COBOL conversion provides cost savings from reduced licensee fees and the implementation of a three tier architecture, increased system performance, improved maintenance and infrastructure supportability.	Jun 2012	Cancelled

AOC IT Portfolio Report | 2012

ITG #	Investment	Description / Business Value	Finish Date	Status
---	DB2 Upgrade	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.	Jul 2012	Completed

Future Investments

The following investments are being planned for the 2013-15 biennium:

- Superior Court Case Management System
- JIS Multi-Project Funding
- Information Networking Hub
- Internal and External Equipment Replacement
- Appellate Courts Enterprise Content Management System - Ongoing Support

Superior Court Case Management System (SC-CMS)	FTE 22.0	JIS Account	\$11,300,000
<p>Funding is requested for staff and resources to continue the implementation of the SC-CMS, including the COTS Preparation track.</p> <p>Funds will be used to complete Phase 2 (State-wide Configuration and Validation), begin Phase 3 (Local Implementation Preparation), begin Phase 4 (Pilot Implementation) and begin Phase 5 (Statewide Rollout).</p>			
JIS Multi-Project Funding	FTE 0.0	JIS Account	\$2,000,000
<p>Funding is requested to develop and implement small to medium information technology projects approved by the JIS during the 2013-2015 biennium.</p> <p>During each fiscal period a number of critical small and medium information technology projects are reviewed, prioritized and approved by the JISC. Funds will be used to complete and implement the most critical information technology projects.</p>			
Information Networking Hub (INH)	FTE 0.0	JIS Account	\$1,500,000
<p>Funding is requested to continue the development and implementation of the information networking hub.</p> <p>Completion of the INH will provide a comprehensive set of bi-directional real time data exchanges. The INH will unify the current data architecture allowing for the exchange of data across disparate court information systems and will provide a single central data repository for storing statewide shared justice data.</p>			
Internal and External Equipment Replacement	FTE 0.0	JIS Account	\$3,337,000
<p>Funding is requested to replace aged computer equipment housed at AOC and to continue the 5-year court equipment replacement cycle.</p> <p>Internal Equipment: \$2,138,000 is requested to replace and consolidate servers; upgrade data storage systems; update our Office software suite; replace aged HVAC system used for climate control in the computer room; replace VPN routers.</p> <p>External Equipment: \$1,199,000 is requested to replace computers and printers for the appellate and trial courts.</p>			
Appellate Court Enterprise Content Management System (AC-ECMS) Ongoing Support	FTE 1.0	JIS Account	\$333,000
<p>Funding is requested to provide ongoing support of the AC-ECMS. The selected product represents new technology as well as an additional staff position will be required to provide ongoing system training, system administration and maintenance, and perform system support. It is further assumed that there will be ongoing licensing and software maintenance costs.</p>			
Total IT Preliminary Budget Requests	FTE 23.0	JIS Account	\$18,470,000



Data Exchange Initiative

Strategy and Project Details

Superior Court Data Exchange (SCDX)
Information Networking Hub (INH)

Joel Byford, INH Technical Lead
Dan Belles, INH Project Manager

December 7, 2012

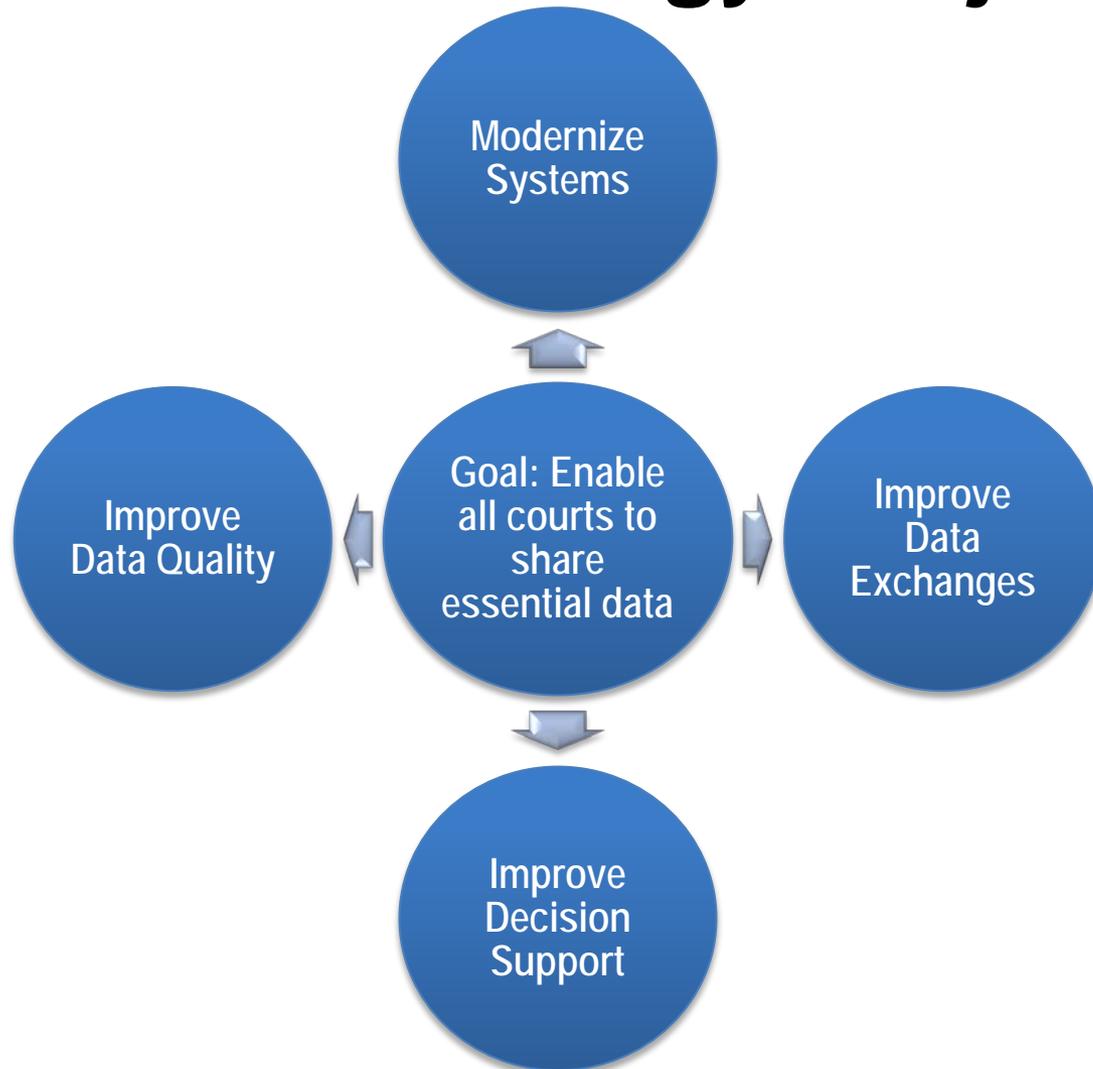


Primary Information Strategy

Goal: Enable All Courts To Share Essential Data

- Required to Ensure Public Safety
- All Courts (Regardless of Technology Environment) Entitled to Court Data.
- Good Data Leads to Good Decisions.

Information Strategy: Objectives



Governance

Goal

Enable All Courts to Share Essential Data

Objectives

Improve
Data
Quality

Improve
Data
Integration

Improve
Decision
Support

Modernize
Systems

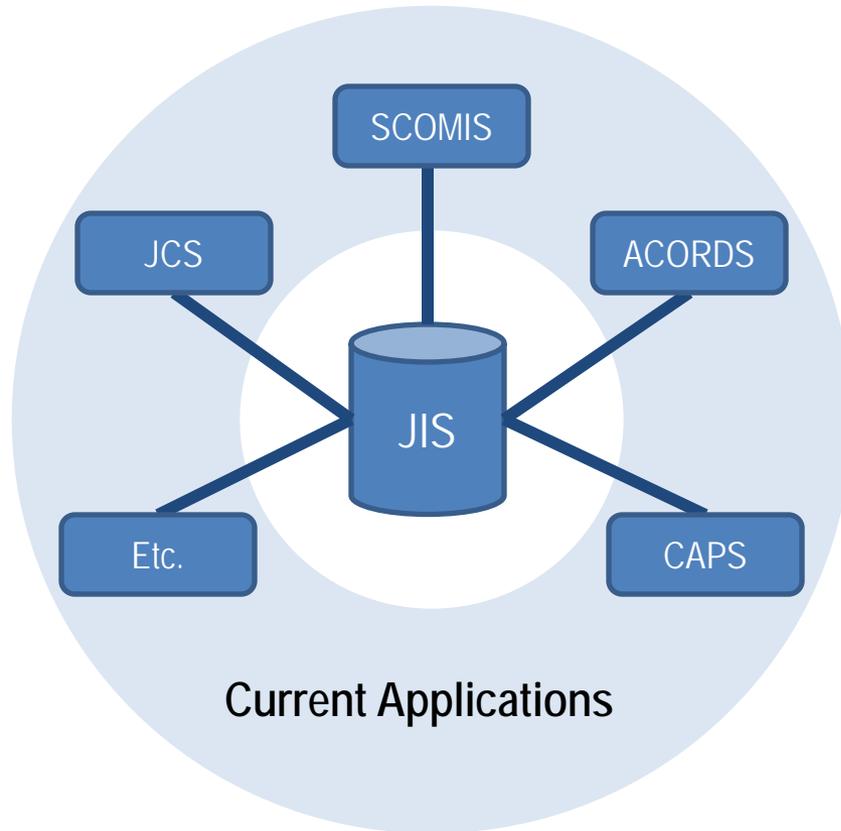
System Modernization Initiative	X		X	X
Data Quality Initiative	X	X	X	
Data Exchange Initiative	X	X	X	X

Each Initiative Has Multiple Projects

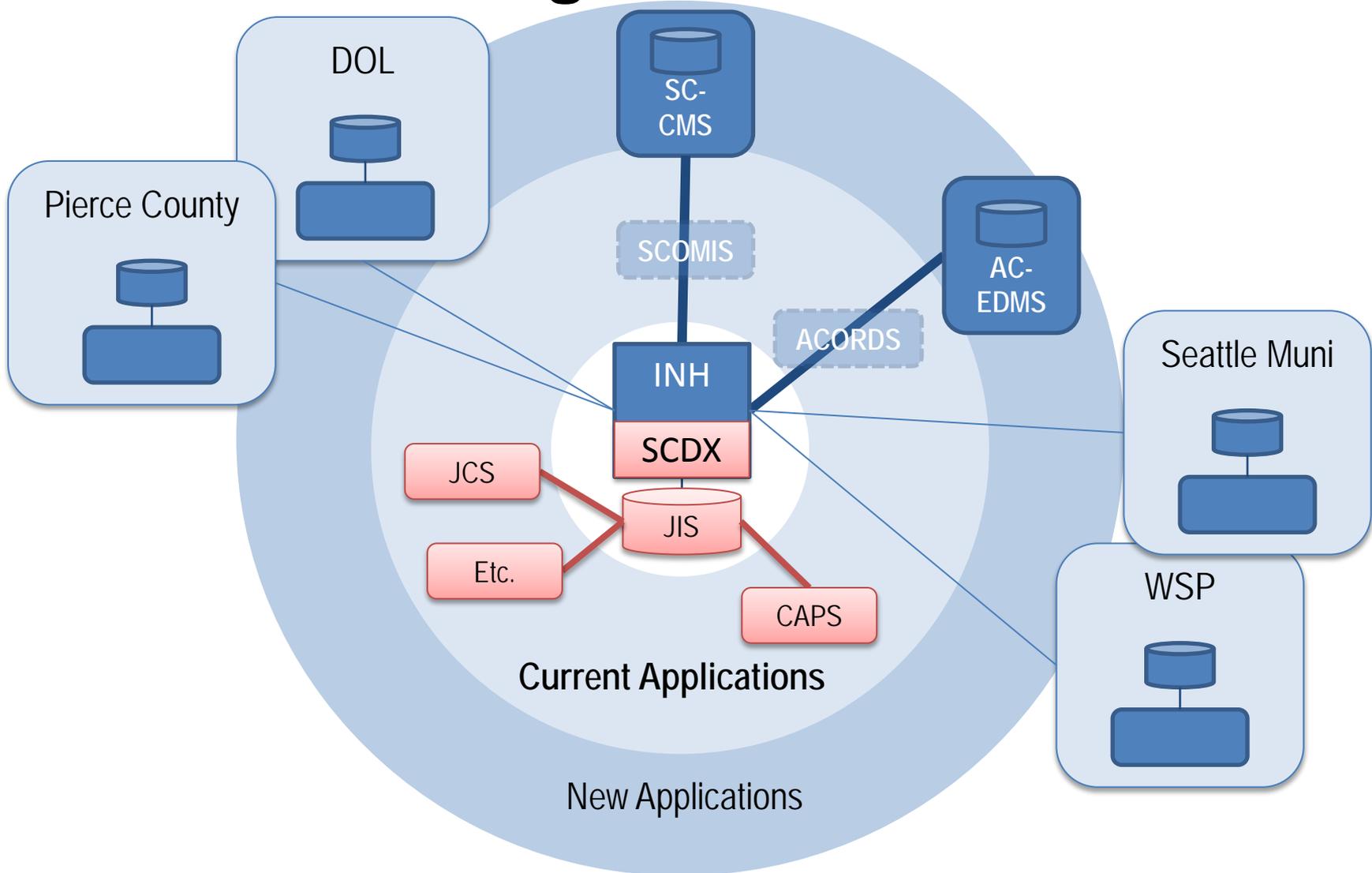
Data Exchange Initiative

- **Established With the Following Key Goals:**
 - Improve Data Sharing Across Various Court Systems and Justice Partners
 - Enable Transition to New Technologies
 - Use Open & National Standards for Data Sharing
 - Simplify and Standardize Cross-Agency Data Sharing
- **Currently Includes Two Active Projects**
 - Superior Court Data Exchange (SCDX)
 - Information Networking Hub (INH)

Data Exchange - Current Environment



Data Exchange – Future Environment





Data Exchange Initiative

Superior Court Data Exchange (SCDX) Project



SCDX Functional Purpose

Improve Timeliness and Completeness of Information Sharing Across Superior Courts

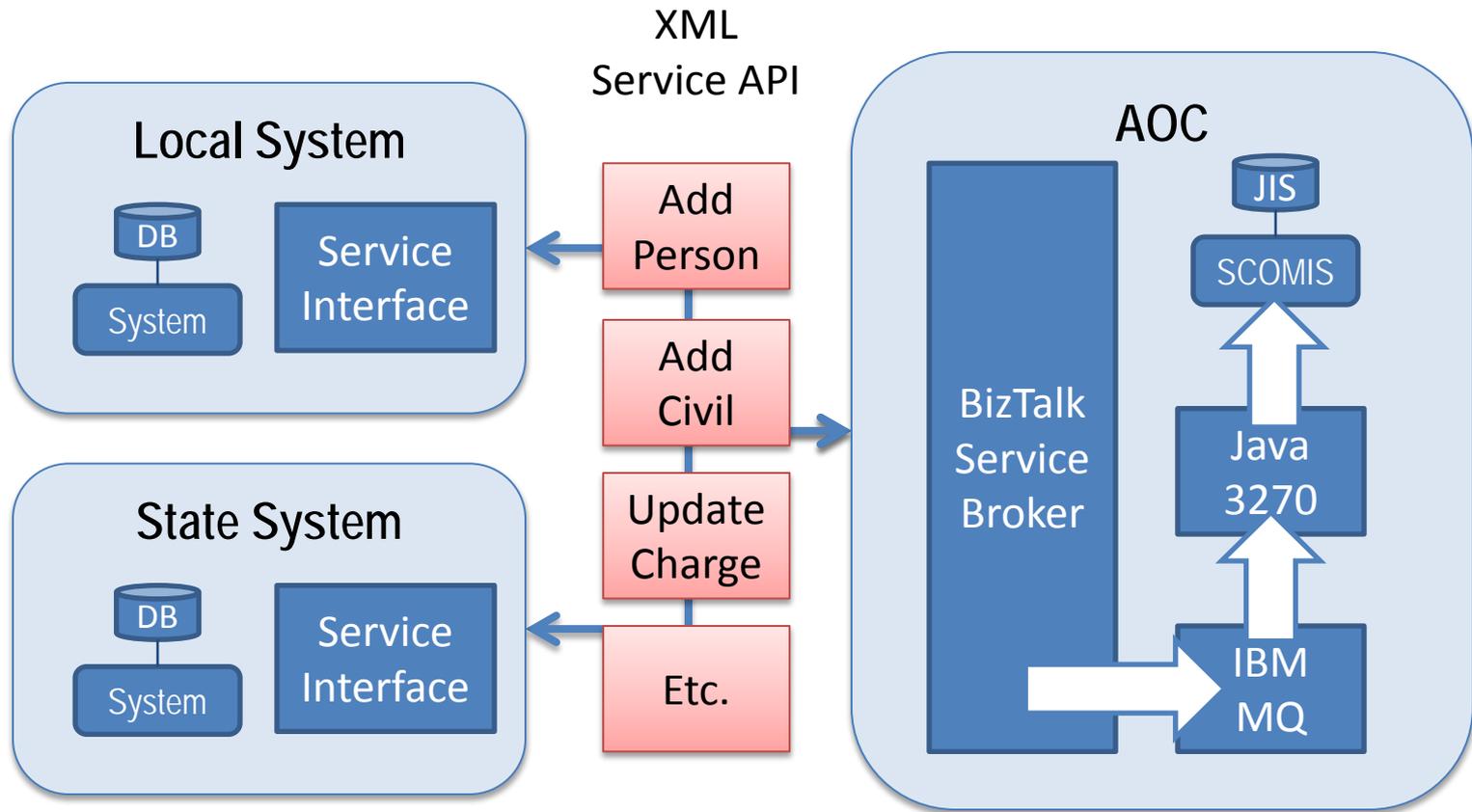
- Reduces Redundant Data Entry
- Allows Local Courts More Technology Independence.
- Provide Local Courts More System Integration Options

SCDX Technical Purpose

*Provide Modern Technology Access for Legacy
SCOMIS Transactions*

- Underlying Technology
 - Web Services Model
 - National Information Exchange Model (NIEM)
 - Microsoft BizTalk
 - IBM Message Queuing for Guaranteed Delivery
 - Java 3270 Emulation

SCDX Conceptual Architecture



SCDX Service/Exchange Inventory

STATE OF WASHINGTON AOC
SCOMIS DATA EXCHANGE PROJECT & INH
SCDX EXCHANGES BY FAMILY GROUPS

#	Exchange Family	Add	Update	Delete	Other
Case Initiation					
	Criminal Filing	10.01.1	10.01.2	-	-
	Civil Filing	10.02.1	10.02.2	-	-
	Juvenile Offender Filing	10.03.1	10.03.2	-	-
	Juvenile Dependency	10.04.1	10.04.2	-	-
	Judgment Case	10.40	10.41	-	-
	Information	-	10.51.2	-	-
	DOL Person Info	-	-	-	-
	Case Referral	10.05.1	10.05.2	10.05.3	-
Case Processing					
	Case Suspended Status	10.20.1	10.20.2	10.20.3	-
	Process Control Number	10.30	-	10.32	-
	Case Docket	40.10	40.13	40.14	<u>Insert</u> 40.12
Charge Processing					
	Information Charge	10.51.1	-	10.51.3	-
	Charge	10.53.1	10.53.2	10.53.3	-
Case Participants					

List of
Available
Services To Be
Published On
Data Exchange
Portal



Data Exchange Initiative

Information Networking Hub (INH) Project

Overall INH Goals

1. System Integration- Provide standard tools/services for other systems to access data in legacy AOC systems.
2. Central Data Access - Access statewide court data from a single place.
3. Data Quality Automation – Automate improvement of data contained in court data and resolve potential data conflicts.
4. Centralize State Agency Integration – Provide Single Point for integrating with state agency systems.
5. System Transition Support – Enable systems to evolve and migrate off of legacy data sources.

Strategy Principles

- Minimize User Impact
- Minimize Impact on Other Systems
- Harmonize with SC-CMS Deployment
- Modernize Information Sharing
- Consolidate View & Access of Statewide Data
- Leverage Prior Project Work Where Possible

INH Release Strategy

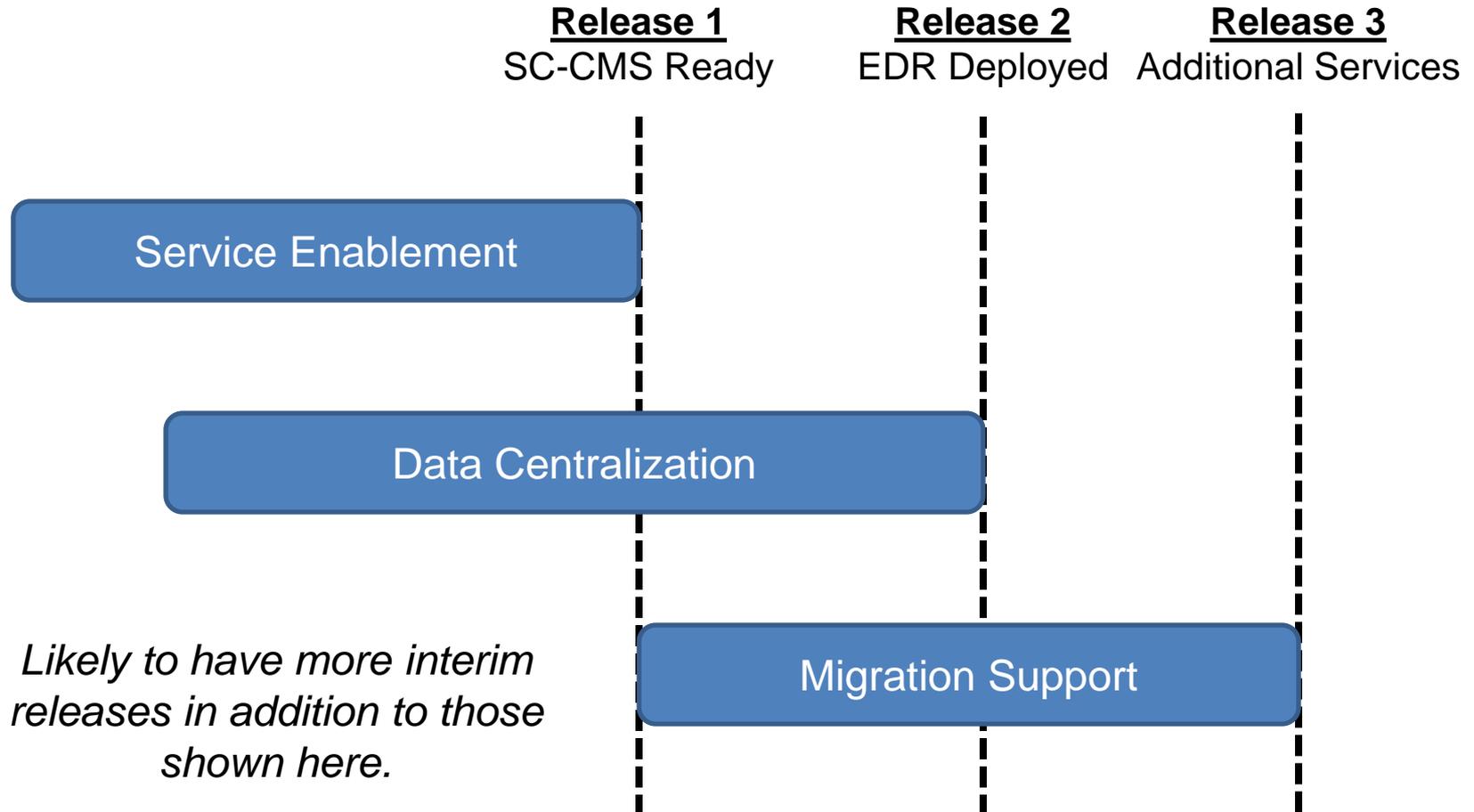


- Implement Known Services
- Leverage JIS as Authoritative Data Source.
- Monitor & Baseline Data Quality

- Establish an Enterprise Data Repository (EDR)
- Centralize Data Across CMS Systems
- Automate Data Quality Reporting
- Automate Data Cleansing Processes

- Add New Services Requested
- Support Internal Application Migration
- Further Support Stakeholder Application Migration

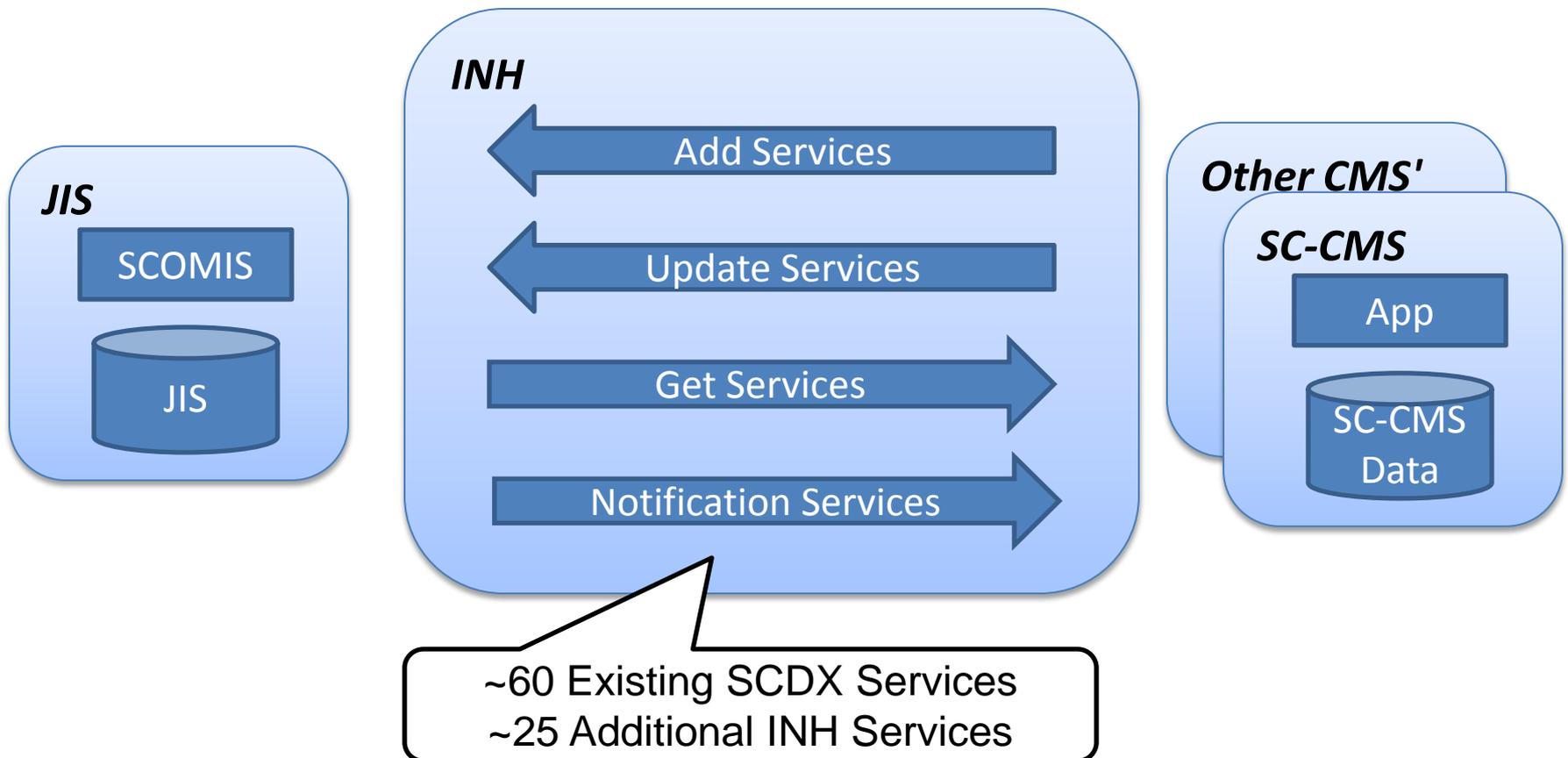
INH Release Approach



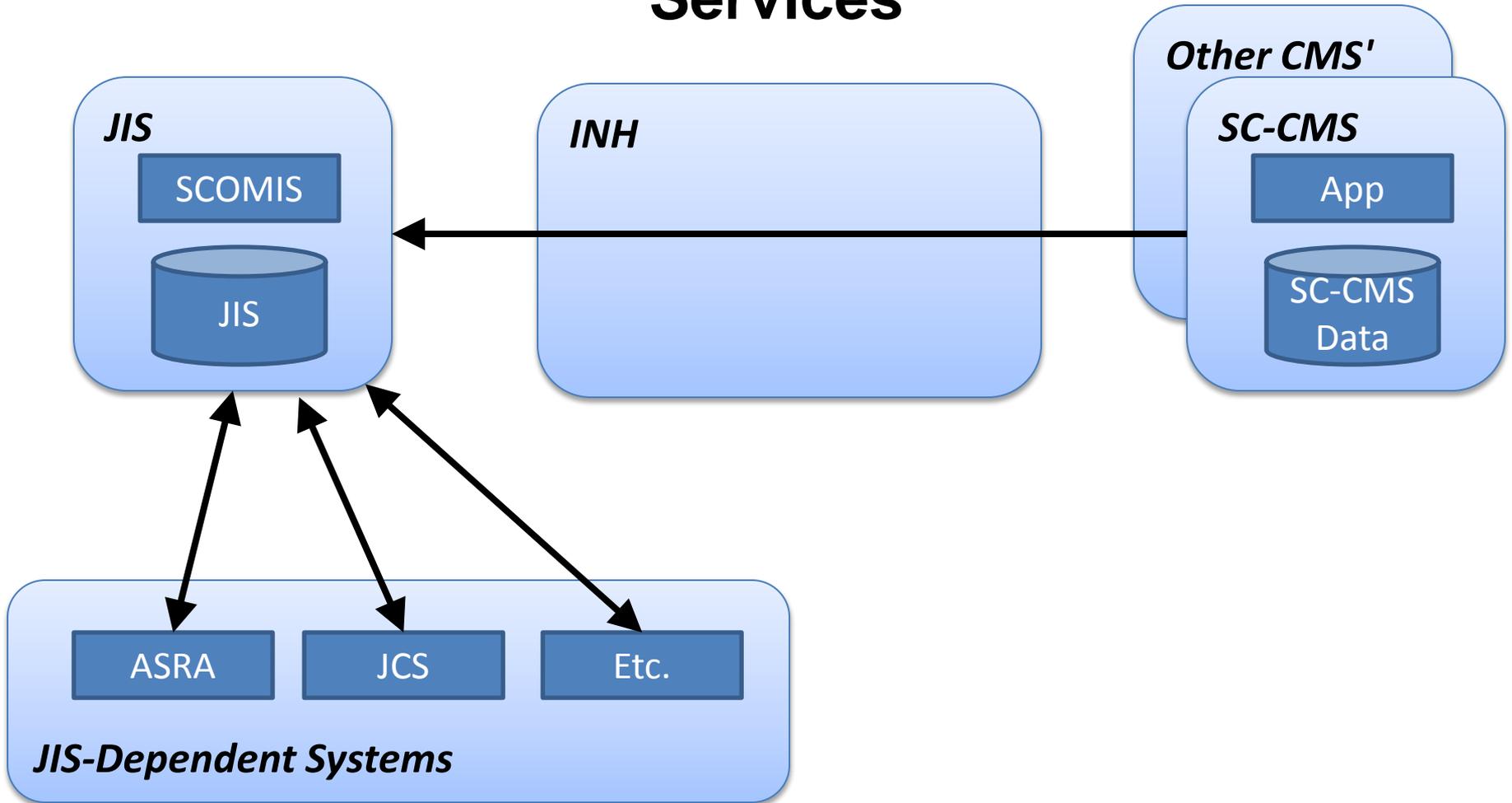
Release 1 - Goals

1. System Integration- Provide standard tools/services for other systems to access data in legacy AOC systems.
2. Central Data Access - Access statewide court data from a single place.
3. Data Quality Automation – Automate improvement of data contained in court records and resolve potential data conflicts.
4. Centralize State Agency Integration – Provide Single Point for integrating with state agency systems.
5. System Transition Support – Enable systems to evolve and migrate off of legacy data sources.

Release 1 - End State



JIS-Dependent Systems Maintained Through Services

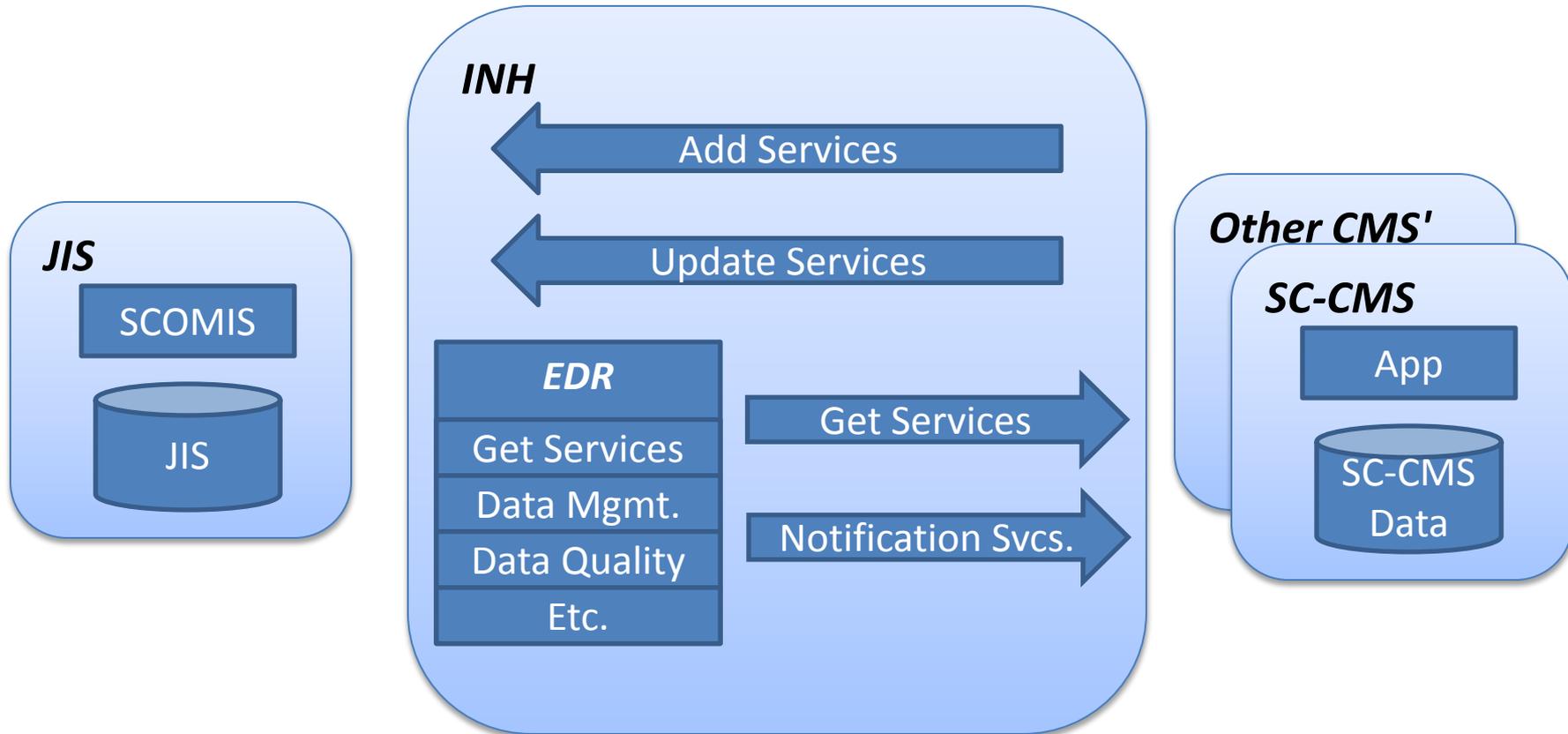




Release 2 - Goals

1. System Integration- Provide standard tools/services for other systems to access data in legacy AOC systems.
2. Central Data Access - Access statewide court data from a single place.
3. Data Quality Automation – Automate improvement of data contained in court records and resolve potential data conflicts.
4. Centralize State Agency Integration – Provide Single Point for integrating with state agency systems.
5. System Transition Support – Enable systems to evolve and migrate off of legacy data sources.

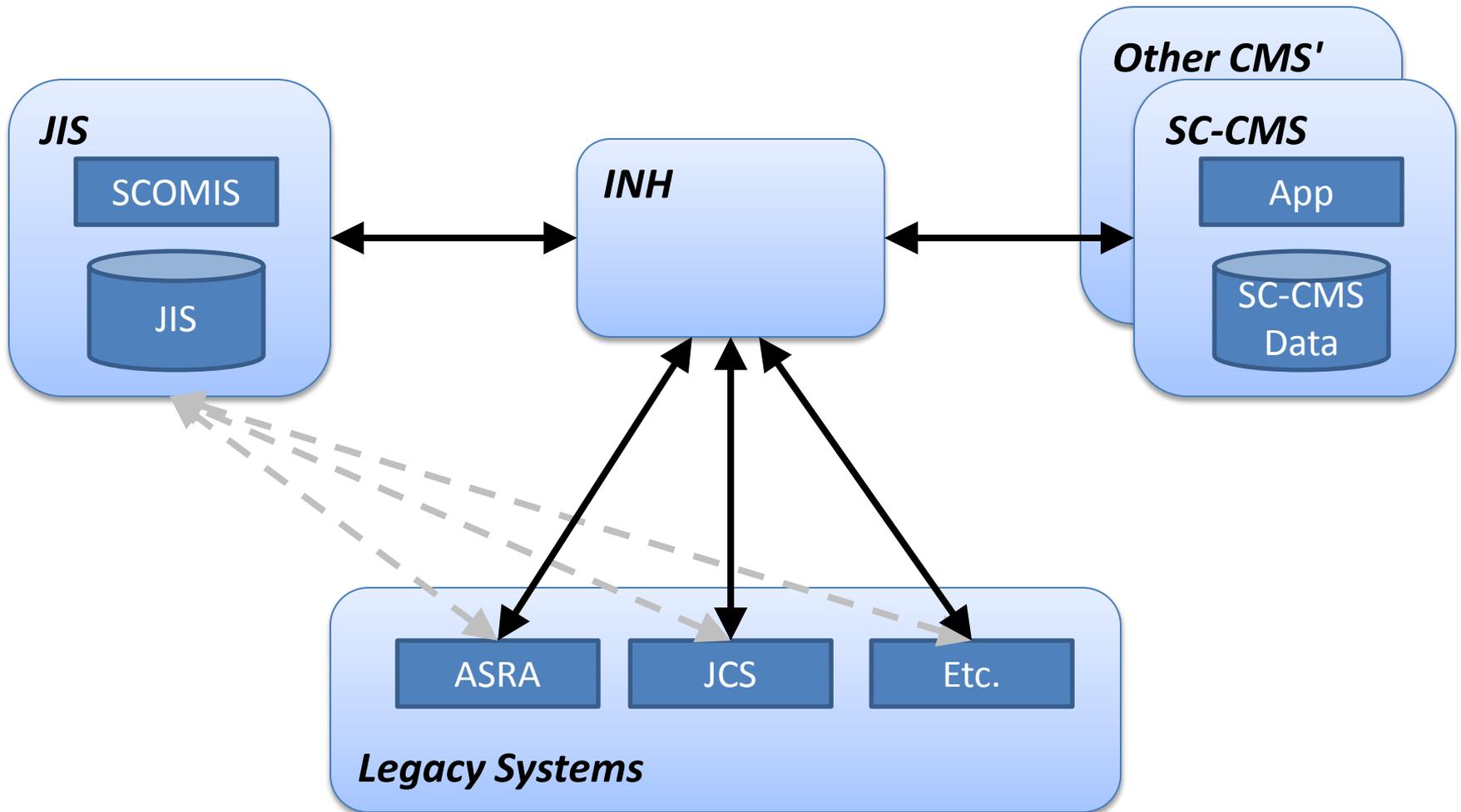
Release 2 – End State



Release 3 - Goals

1. System Integration- Provide standard tools/services for other systems to access data in legacy AOC systems.
2. Central Data Access - Access statewide court data from a single place.
3. Data Quality Automation – Automate improvement of data contained in court records and resolve potential data conflicts.
4. Centralize State Agency Integration – Provide Single Point for integrating with state agency systems.
5. System Transition Support – Enable systems to evolve and migrate off of legacy data sources.

Release 3 – End State



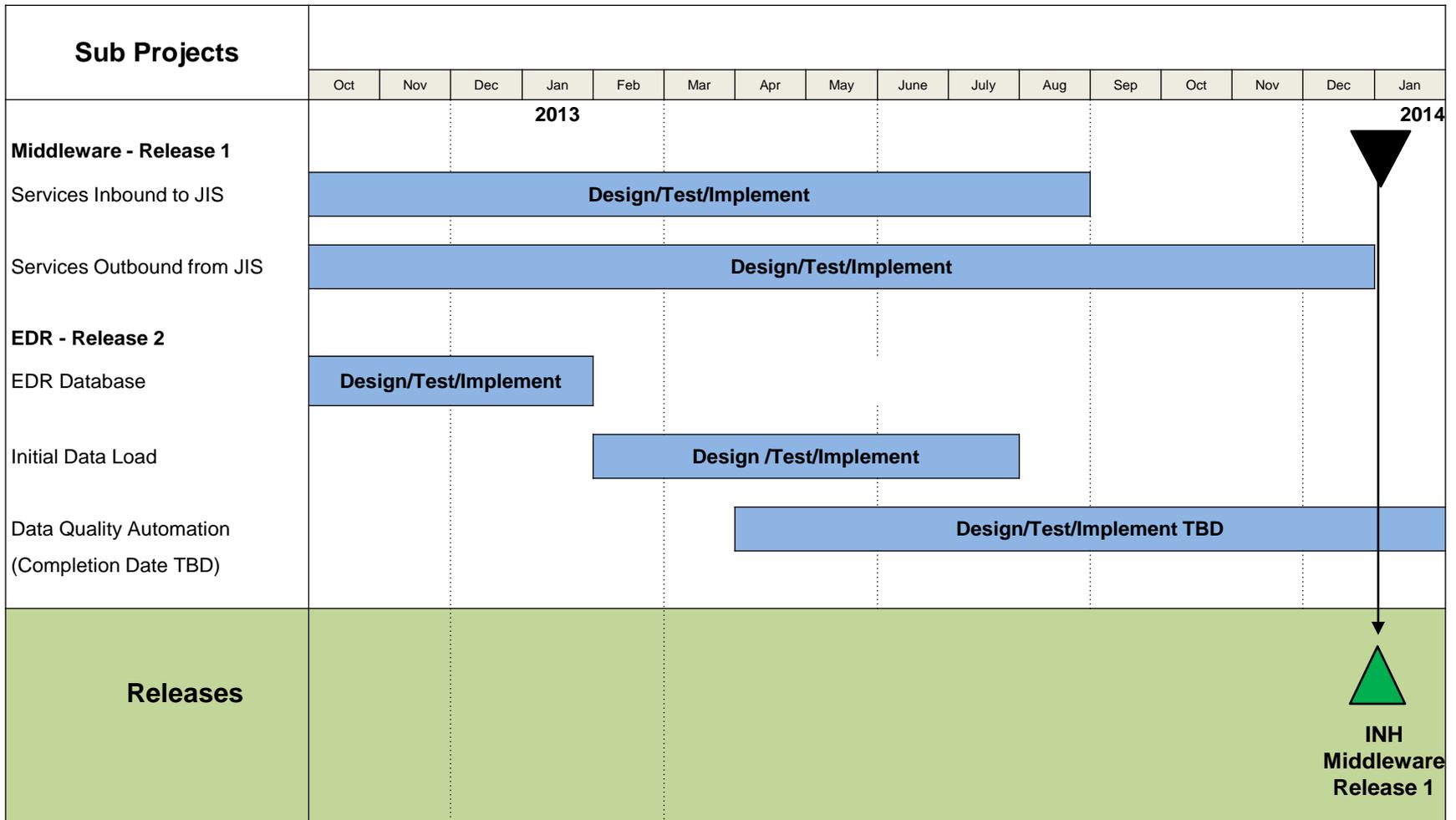
Release/Sub-Project Status

Release	Design	Develop	Test	Deploy
1 – Service Enablement	Complete	WIP	-	-
2 – Data Centralization	WIP	-	-	-
3 – Migration Support	-	-	-	-

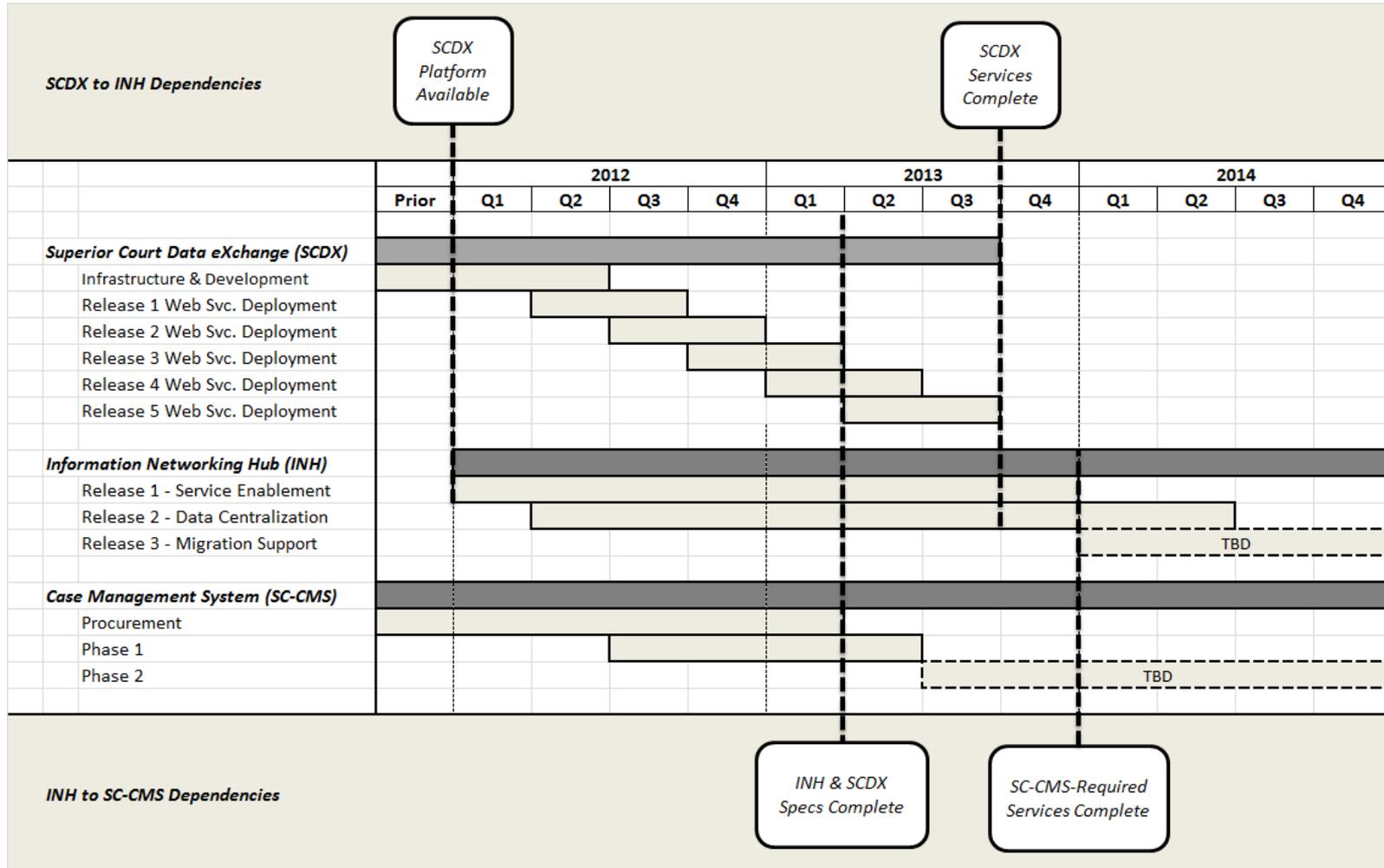
Additional Information

- **Release 1-Initial Pilot** – Service enablement pilot completed to prove out the first 2 services and confirm design. Lessons learned rolled into design and plans.
- **Release 1-Service Enablement** – Requirements and design are substantially complete. Developers working through
- **Release 2-Data Modeling** - Centralized data model being designed to incorporate both old and new CMS data structures. Plan to present draft model at a future DMSC.

INH Project Timeline



Cross-Project Dependencies



Superior Court Data Exchange Project Status

Mike Walsh, Project Manager

December 7, 2012



Superior Court Data Exchange Project

Increment 1 Status (10 web services):

- Pierce is planning to start using their docket web services on December 3rd.

Superior Court Data Exchange Project

Increment 2 Status (19 web services):

- ✓ Significant improvements have been made by the test team.
 - Test tools acquisitions are proving their value.
 - Team of three testers are exceeding our schedule expectations.
- ✓ Initial round of testing complete.
 - Defect fixes, re-tests, and regression testing in progress.
- ❑ Increment 2 scheduled for a November deployment.



Superior Court Data Exchange Project

Increment 3 Status (12 web services):

- ✓ Sierra developed and delivered all 12 web services by Aug. 3, 2012.
- QA Testing started November 8, 2012.



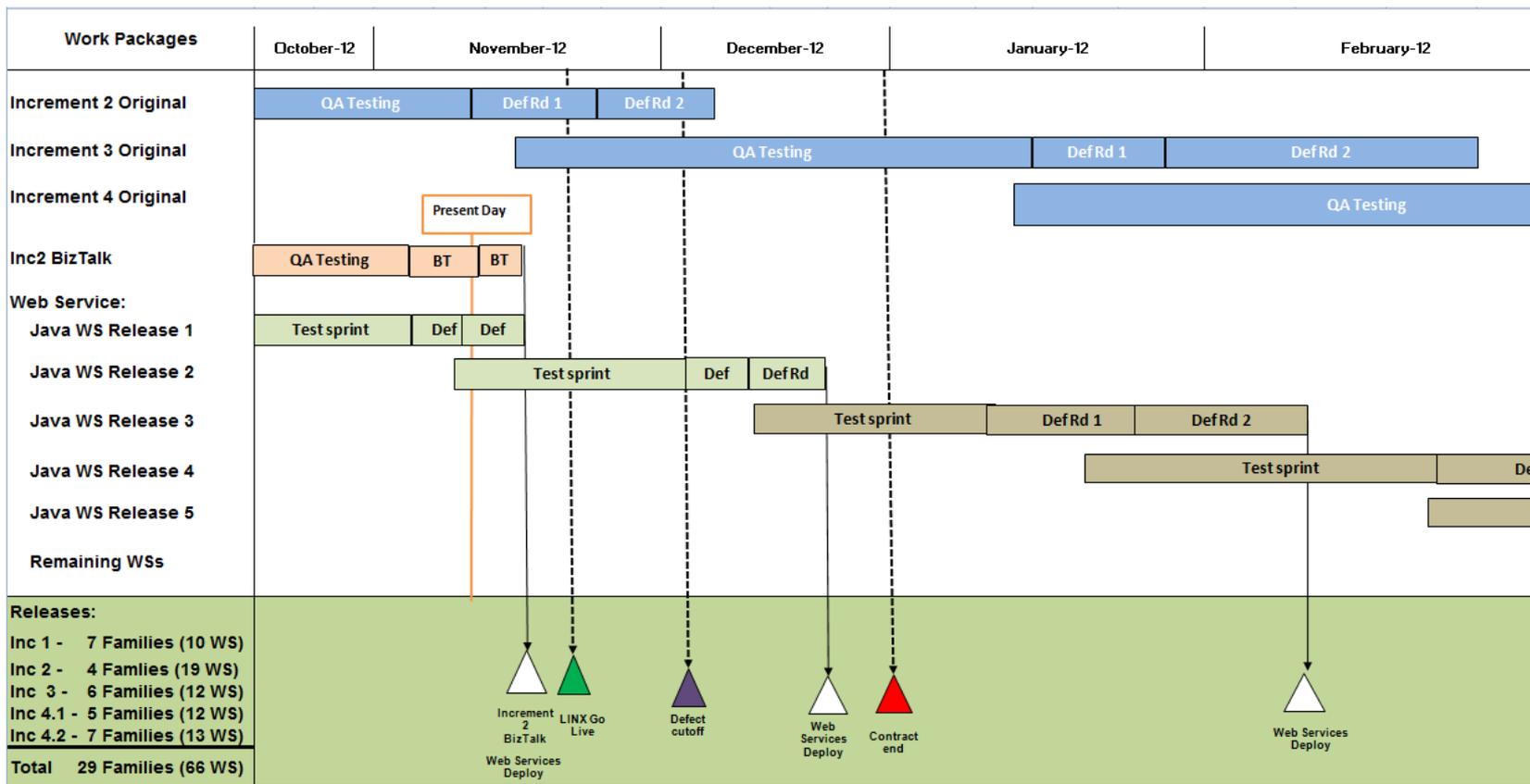
Superior Court Data Exchange Project Increment 4 (25 web services):

- ✓ All 25 web services have been developed and delivered.
 - ✓ Sierra delivered all 12 web services by October 3, 2012.
 - Finished 3 weeks ahead of schedule.
 - ✓ AOC Staff completed development of their 13 web services by November 9, 2012.
 - Finished 3 weeks ahead of time.



Superior Court Data Exchange Project

Revised Roll Out Strategy



Superior Court Data Exchange Project

Testing Impact Addressed with Revised Roll Out Strategy:

- ❑ Testing turnaround has been improved.
- ❑ The new strategy creates a more efficient web service release schedule.
 - Provides a “release when ready” roll out of new services.
 - Leverages the improvements made by the testers.
 - Sierra contract ending this month, so contract constraints on service delivery are removed.
 - Web service support will transition to AOC data exchange operations.

Active Project Risks

Total Project Risks		
Low Exposure	Medium Exposure	High Exposure
1	1	1

Significant Risks Status

Risk	Severity/Impact	Mitigation
Defect corrections for INC 3 and 4 will be handled by AOC staff.	High/High	<ul style="list-style-type: none"> • Create an agile-like pattern by providing a regular release schedule. • Provides a “release when ready” roll out strategy for new services

Active Project Issues

Total Project Issues			
Low Urgency	Medium Urgency	High Urgency	Closed
0	1	0	0

High Urgency Issues Status

Issue	Category	Action
Test turn around impacting schedule	High/Med	<ul style="list-style-type: none"> Downgraded from high/high based on testing turnaround improvement and revised roll out strategy.



Pierce County Superior Court Data Exchange Project Update

Kevin Stock, Pierce County Clerk

December 7th, 2012

LINX DX Implementation

- ✓ Testing is in progress on Docket Add and appears to be working correctly.
- ❑ Development of the LINX Case Docket exchange for the update and delete interfaces is in progress.
- ❑ QA Testing and Verification of the Case Docket exchanges is in process.
 - rollout to production to occur on December 3rd.
- ❑ Development of the LINX Civil Case (non JIS initiated cases) exchange interfaces is scheduled to start the week of December 3rd.



LINX DX Implementation cont'd

- ❑ QA Testing and Verification of the Civil Case (non JIS initiated cases) exchanges scheduled to start the week of December 19th.
 - Rollout to production to occur before the end of the year.
- ❑ Development of the LINX exchange interfaces for the remainder of AOC increments should follow about a month after each of the AOC increments is rolled out into production.

ITG Request 45 – Appellate Courts Enterprise Content Management System (ECMS) Project Update

Martin Kravik, Project Manager

December 7, 2012

ITG Request 45 – Appellate Courts ECMS

Status:

- ✓ The Acquisition Plan was completed and presented to the AC-ECMS Executive Steering Committee on October 19th, 2012.
- RFP will be completed and reviewed by the AC-ECMS Executive Steering Committee on November 16, 2012
- RFP will be finalized and released on November 26, 2012.



Active Project Issues

Total Project Issues			
Low Urgency	Medium Urgency	High Urgency	Closed
1	0	0	4

Significant Issues Status

Issue	Category	Action
None		

ITG Request 45 Next Steps

MILESTONE	DATE
> RFP approval by the project Executive Steering Committee (ESC)	November 2012
> Release the RFP	November 2012
Vendor proposals due	January 2013
Evaluate vendor proposals and forward results to the ESC	January 2013
Vendor demonstrations completed	February 2013
Selection of Apparent Successful Vendor (ASV) by ESC	February 2013
Recommendation of the ASV to the JISC by the ESC	February 22, 2013
Approval of the ASV by the JISC	February 22, 2013
Contract execution	March 2013
Develop the project implementation schedule	30 days after contract execution



ITG Request 41 - CLJ Revised Computer Records Retention and Destruction Project Update

Kate Kruller, Project Manager

December 7, 2012

ITG 41 Project Objectives

- Eliminates all Courts of Limited Jurisdiction computer record archiving in JIS applications
- Destruction of case records processes in JIS will be revised, based upon the records retention policy from the Data Dissemination Committee

ITG 41 Project Activity

- ✓ September 13 -14: Steering Committee reviewed Initial Draft Project Charter
- ✓ October 4 - Selected technical approach
- November 16 - Steering Committee address business criteria questions
- Data Dissemination Committee address policy questions
- Developing Detailed Business Requirements Document

Active Project Risks

Total Project Risks		
Low Exposure	Medium Exposure	High Exposure
1	0	0

Significant Risk Status

Risk	Severity/Impact	Mitigation
Business Analyst Left	High/Medium	Assigned New Court-Experienced BA

Active Project Issues

Total Project Issues			
Active	Monitor	Deferred	Closed
2	0	0	0

Significant Issues Status

Issue	Category	Action
Project Approach Change	High/High	Steering Committee Reviews /Approves Project Charter
Project Interdependencies	Medium/Medium	AOC Internal Technical Reviews

ITG 41 Next Steps

MILESTONE	DATE
Steering Committee Project Charter approval	November 2012
Develop Detailed Project Plan	December 2012
Steering Committee Detailed Business Requirements Document Review	December 2012
Develop Technical Requirements	December - January 2013



Washington State Administrative Office of the Courts

ISD Transformation

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

October 2012

(Report Period Ending October 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

October 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	CY11	CY11	CY11	CY11	CY12	CY12	CY12	CY12
			Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
3.4 Implement IT Service Management – change, configure, release	⊖	Planned									
		Actual									
4.2 Mature Application Development Capability	⊖	Planned									
		Actual								⊖	
7.6 Information Networking Hub (INH)	▲	Planned									
		Actual									
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									✓
SC-CMS RFP	●	Planned									
		Actual									
COTS Preparation	▲	Planned									
		Actual									
Court Business Office	✓	Planned									
		Actual								✓	
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 Add Accounting Data to the Data Warehouse	●	Planned									
		Actual									
ITG #041 Revised CLJ Computer Records Retention and Destruction Project	▲	Planned									
		Actual									

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)
- Revised CLJ Computer Records Retention and Destruction Project (ITG #041)
- Appellate Courts Electronic Document Management System (ITG #045)
- COTS Preparation Track
- Information Networking Hub (INH)Track

Initiatives or Projects Completed

- None

Initiative or Project Status Changes

- None

Staffing Changes in ISD

During the reporting period of October 1 - 31, 2012:

ISD welcomed the following new staff:

- Vaanathi Meenakshisundaram, Programmer/ITS 2 in Operations, (10/1/2012)
- Linda Myhre Enlow, Business Analyst/Subject Matter Expert in the SC-CMS Project Team (10/15/2012)

The following employees left ISD:

- Mark Oldenburg, Business Analyst in Architecture & Strategy (10/5/2012)
- Adam Johnson, ITS 2 in Infrastructure (10/15/2012)

Employees transferring to the SC-CMS Project:

No employees transferred to SC-CMS during the month of October.

ISD Staff Recognitions

Team Recognitions

October 10, 2012 – **Barry Zickuhr** – Barry was recognized by Bill Cogswell for his ongoing work to present SharePoint to AOC. Barry has now completed four brown bag meetings open to AOC staff. They are interesting, well attended and informative. Barry is a very natural presenter and has a lot of enthusiasm for showing us how SharePoint can be used by the judicial branch. Since March of this year he has done an excellent job bringing employees up to date on the status, capabilities and plans for SharePoint.

October 4, 2012 – **Virginia Neal** – Virginia was recognized by Dave Ponzoha, Court of Appeals Division II, for proficiently making enhancements to the Court of Appeals Electronic Filing portal and for great customer relations.

From Dave Ponzoha, Court of Appeals Div II:

“Here’s just another example why I’m so confident about AOC’s portal capability. This is a long string but in short, Virginia made these changes/additions to our portal in very short order and also made two excellent suggestions for making my proposal even better. She’s great!”

October 4, 2012 – **JCS Team** – The JCS Team received kudos from customers in response to recent enhancements released to the JSC System.

From Tom Kearney, WAJCA:

“... great news about a computer feature I have dreamed about for over two decades ...”

“... I understand your liking this...I talked to Paula and her staff love it & Mike Jennings called to say he was so excited he couldn’t suppress a huge smile & and his giggling....I think this is a hit..”

Toni Kirschenmann, Yakima Co.:

“SUPER DUPER THANK YOU SO MUCH!!!!

I just went in to check on some cases and compared them to what is in JIS. What a time saver for JPC staff. You are awesome.”

Martin, Margaret, Spokane Co.:

“Wow...I’m impressed. I’m not sure that I even knew this was coming!

I just had our restitution person take a look at this & she’s impressed too.”

September 10, 2012 – **Lori Murphy and Tom Sampson** – Lori and Tom were recognized by Judge Williams and Maribeth Sapinoso for their leadership role and diligent work with the court staff in finalizing the demonstration scripts.

Judge Williams said *“I am personally pleased with how comprehensive the test questions are and want to congratulate the people who have obviously worked very hard and competently on the drafting.”*

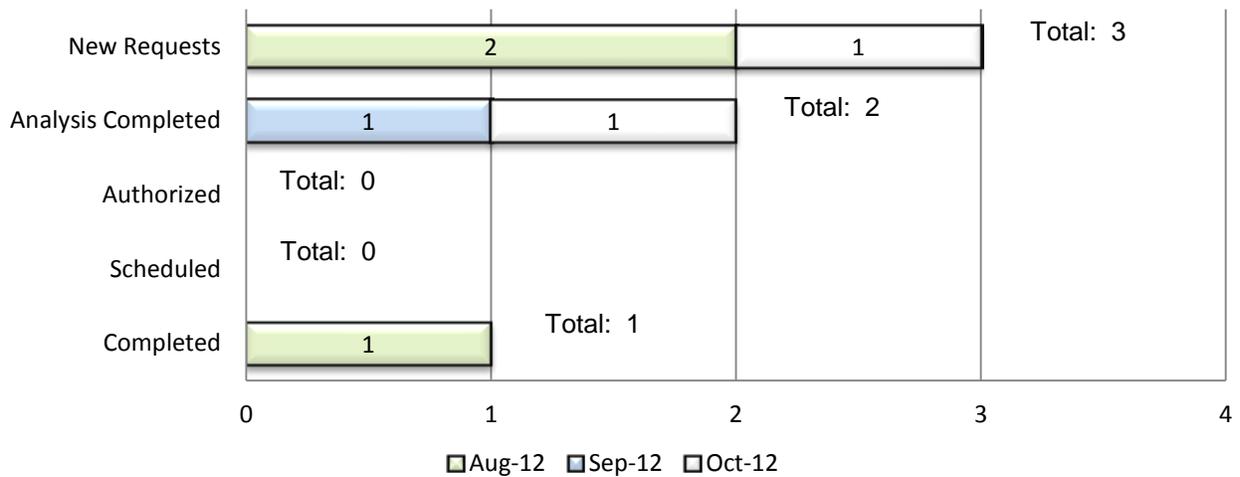
IT Governance Request Status

Completed JIS IT Requests in October 2012

No requests were completed during the month of October.

Status Charts

Requests Completing Key Milestones



Current Active Requests by:

Endorsing Group		
Court of Appeals Executive Committee	1	District & Municipal Court Management Association 24
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	2	Codes Committee 1
District & Municipal Court Judges Association	4	Administrative Office of the Courts 4

Court Level User Group	
Appellate Court	2
Superior Court	8
Courts of Limited Jurisdiction	20
Multi Court Level	7

Summary of Activities October 2012

Transformation Initiative Summary

Transformation Program	
<i>Activities</i>	<i>Impact/Value</i>
✓ Projects are on hold due to reassignment of project manager.	Release Management implementation activities are on-hold. Application Development Management activities are on-hold. Enterprise Requirements Management activities are on-hold.
COTS Preparation Program	
<i>Activities</i>	<i>Impact/Value</i>
✓ Application – continue to clarify scope definition and perform impact analysis where possible.	Identifies the changes to existing systems and applications which are absolutely essential to support implementation of SC-CMS project.
✓ Infrastructure – P1 – Report deliverables were reviewed with the project sponsor. Reports include: Network Capacity & Performance Report, Network Support Process Analysis Report, and Network Upgrade Requirements Report.	Provides an evaluation of AOC network capacity and performance to support the future system.
✓ Infrastructure – P3 Report deliverables are in final review in preparation for project sponsor review. Reports include: Current AOC SLA Analysis & Recommendation Report, and CMS SLA Analysis & Recommendation Report.	Provides an assessment of ISD SLA current state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project SLA requirements compared to the existing ISD SLA baseline.
✓ Infrastructure – P4 Schedule has been developed and the execution phase has been started. All ISD Functional Managers and the PMO Manager met on 10/23/12 to discuss ISD Disaster Recovery needs relative to projects. The outcome of the meeting is that each project requiring Disaster Recovery services will be responsible for working directly with ISD Infrastructure to acquire Disaster Recovery services. The COTS-P Infrastructure Disaster Recovery scope remains intact and focuses only on SC-CMS Disaster Recovery needs.	Defines the activities and timeline for completion of the SC-CMS Disaster Recovery Analysis sub-project.
Information Networking Hub Program (INH)	
<i>Activities</i>	<i>Impact/Value</i>
✓ Completed review "Case" component of the logical data model. Next step is to conduct internal review of the logical data model.	Provides a logical model of the EDR database, so that a physical data model can be built in accordance with agency standards.
✓ Conducted performance tests to develop metrics around how the current services are performing.	Provides early metrics on how the data exchanges are performing in case there are design issues that need to be addressed before going into production.
✓ Hired Java Jagacy contract developer.	Provides a resource to assist with development of screen scraping component of the INH inbound services.
✓ Confirmed INH data exchange requirements with SC CMS technical team. Began process of building use cases to verify detailed data exchange requirements.	Provides agreed upon set of requirements for INH services that support the SC CMS project and can be traced to and provided to the SC CMS vendor.
✓ Completed updates to Pilot services and Biz Talk platform and submitted them to Infrastructure for deployment to QA.	Completes deployment of the three Pilot services so they are production ready. Includes improvements to Biz Talk orchestration.

Approved JIS Projects Summary

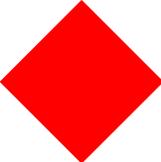
ITG #121 Superior Court Data Exchange	
Activities	Impact/Value
✓ Increment 2: three of the four services families, 17 of 19 web services, completed.	Improve testing process efficiencies and mitigate test schedule risks.
✓ BizTalk aggregator and end-to-end testing is done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
✓ Performance testing is done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
✓ Increment 1 schema validation testing done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.
✓ Sierra is still working in support of AOC QA testing and defect correction through December.	Defect correction is in progress.
✓ The Java Team delivered four additional web services for increment 4. Eleven of the 13 have been delivered. Delivery is on schedule to complete by November 30 th .	Web service delivery is on schedule.
ITG #002 Superior Court - Case Management System RFP	
Activities	Impact/Value
✓ Project schedule has been reviewed and updated.	Provide up-to-date project progress.
✓ Completed court site visit to Spokane Superior Court and Pend Oreille Superior Court.	Connect with our customers and provides new employees further context regarding court business and operations.
✓ Court Business Office continued process decomposition activities for modeling the superior court business processes.	Developing the as-is process models provides the project team and the CUWG a starting point for developing the future state processes for the superior courts.
✓ Organizational Change Management Team developed a two-week look-back/look-ahead tool.	Maximize OCM Team engagement by increasing the team's understanding of what OCM activities have been completed and are in the queue.
✓ Participated in a strategic planning sessions to clarify project roles and responsibilities.	Maximize project staff's morale and productivity by enhancing their understanding of the various ways in which each role contributes to the success of the project.
✓ Business Analyst team continued review of the SC-CMS System Business Requirements, and further defined them by adding additional attributes.	Creating artifacts for each requirement to provide an understanding of the processes from end to end.
✓ Quality Assurance Team created a draft deliverable outline for the User Acceptance Test plan.	Describes the process, tools, and outputs of the User Acceptance Testing activities.
✓ Vendor Demonstrations were completed.	Validates that the vendors' proposed solution will actual function to meet the court needs.
ITG #045 Appellate Electronic Document Management System (EDMS)	
Activities	Impact/Value
✓ The Acquisition Plan was conditionally approved by the project's Executive Steering Committee.	The AC-EDMS Acquisition Plan defines the acquisition process and plan for procuring the EDMS.
✓ Continued developing the RFP after other procurement options were explored.	Describes the requirements of the AC-ECMS tool.
ITG #009 Add Accounting Data to the Data Warehouse	
Activities	Impact/Value
✓ Completed analysis on ITG-158: MAYSI-2 & MH-JDAT.	Provide technical analysis.
✓ Released "Cases with A/Rs Paid-in-Full – INCLUDING TRUST" <i>without bond</i> .	Provide new functionality for reporting.
✓ Released AR Summary and Detail enhancement to include Jurisdiction.	Provide report enhancement.
✓ Implemented new internal design specification Report Context Model (RCM).	Provide technical requirements review to eliminate implementation errors.
✓ 2 nd review of Case Financial History Report.	Provide business requirements.
✓ Completed design document for Report Context Model (RCM) for receipting.	Provide technical requirements.
ITG #041 Revised CLJ Computer Records Retention and Destruction Report	
Activities	Impact/Value

<p>✓ Oct 12-25 Business Analyst revised requirements gathering process steps underway, along with matching schedule updates, to stabilize requirements gathering needs for project. Court Organization Process Advisors are working with draft questions on process and policy for the Steering Committee (with some recommendations to go to the Data Dissemination Committee).</p>	<p>Requirements gathering.</p>
<p>✓ Oct 12-Nov1 Project Team and Court Committee/Association Advisors work on detailed questions for the Steering Committee and policy clarification document for the DDC.</p>	<p>Clarifying project requirements.</p>

Detailed Status Reports

Detailed Status Reports

Status Update Key

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

Transformation Initiative Status Reports

Transformation Initiative Reports

Transformation Program Track								
Reporting Period through October 31, 2012								
Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director			IT Project Manager: Martin Kravik					
Business Area Manager: William Cogswell, ISD Associate Director			Consultant/Contracting Firm: N/A					
Description: 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.								
Business Benefit: <ul style="list-style-type: none"> • Prepare ISD processes to support the implementation of Superior Court Case Management System and other COTS. • Ensure use of consistent and integrated processes across ISD functional areas to enable the efficient delivery of services. • Implement a governance organization and decision making processes to maximize investments and utilization of resources. 								
Business Drivers	Improve Decision Making	X	Improve Information Access	<input type="checkbox"/>	Improve Service or efficiency	X	Manage Risks	X
	Maintain the business	X	Manage the costs	X	Increase organizational capability	X	Regulatory compliance or mandate	<input type="checkbox"/>
Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>		
Status Notes: <i>The projects are temporarily on-hold due to the re-assignment of the project manager.</i>								
Progress	<div style="text-align: center;">October - 25%</div>							100%
Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close				
Schedule	Planned Start Date: July 2011			Planned Completion Date: June 2013				
	Actual Start Date: July 2011			Actual Completion: TBD				
Activities Completed				Impact/Value				
✓ Projects are on hold due to reassignment of project manager.				Projects are on hold due to reassignment of project manager.				
Activities Planned				Impact/Value				
° Projects are on hold due to reassignment of project manager.				Project schedule delayed.				

COTS Preparation Program Track

Reporting Period through October 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	IT Project Manager: Ron Kappes – Infrastructure Program 360.704.4069 ron.kappes@courts.wa.gov Sree Sundaram – Application Program 360.704.5521 Sree.sundaram@courts.wa.gov
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Business Area Manager(s): Dennis Longnecker, Infrastructure Manager Tamra Anderson, Data & Development Manager Michael Keeling, Operations Manager Kumar Yajamanam, Architecture and Strategy Manager William Cogswell, Associate ISD Director Dirk Marler, JSD Director	Consultant/Contracting Firm: N/A
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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 (closed February 2011)

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.

Business Drivers	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"/>

Current Status	Scope	●	Schedule	▲	Budget	●
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Status Notes:

- COTS-P Application Program**
 The purpose of this program is to evaluate and determine the impact of the SC-CMS project on AOC's suite of applications and services; identify any technical changes required; and to design, develop, and implement those changes with minimum impact to AOC customers. Defining the scope of the COTS-P Application Program sub-projects is challenging until the SC-CMS design is known.
 - **P1 – JIS Link Analysis Sub-project**
The full scope of this sub-project will be known only after the SC-CMS design is known.
 - **P2 – Data Warehouse Impacts Sub-project**
The full scope of this sub-project will be known only after the SC-CMS design is known.
 - **P3 – Existing Systems Impacts Sub-project**

The full scope of this sub-project will be known only after the SC-CMS design is known.

- **P4 – Existing External Data Exchange Impacts Sub-project**
The full scope of this sub-project will be known only after the SC-CMS design is known.
- **P5 – Statewide Report Impacts Sub-project**
The full scope of this sub-project will be known only after the SC-CMS design is known.

2. . COTS-P Infrastructure Program

- **P1 – Network Capacity & Performance Analysis Sub-project**
Project is 97% complete. Report deliverables were reviewed with the project sponsor. Reports include: Network Capacity & Performance Report, Network Support Process Analysis Report, and Network Upgrade Requirements Report. The reports will be updated with feedback from the project sponsor and re-submitted for approval. Execution phase target completion date is 11/2/12.
- **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 98% complete. Report deliverables are in final review in preparation for project sponsor review. Reports include: Current AOC SLA Analysis & Recommendation Report, and CMS SLA Analysis & Recommendation Report.
- **P4 – SC CMS Disaster Recovery Analysis Sub-project**
Project is 40% complete. Planning phase is on schedule. Project schedule is under development.
- **P5 – Network Future State Sub-project**
Project is 10% complete. Planning phase is on schedule. Project schedule is under development.
- **P6 – Compute/Storage Future State Sub-project**
Project is 10% complete. Planning phase is on schedule. Project schedule is under development.

COTS-P Infrastructure Program Progress:	October - 78%	100%
COTS-P Application Program Progress:	October - 2%	100%

Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: 12/19/11	Planned Completion Date: 11/30/13
	Actual Start Date: 12/19/11	Actual Completion: TBD

Activities Completed	Impact/Value
✓ Application – continue to clarify scope definition and perform impact analysis where possible.	Identifies the changes to existing systems and applications which are absolutely essential to support implementation of SC-CMS project.
✓ Infrastructure – P1 – Report deliverables were reviewed with the project sponsor. Reports include: Network Capacity & Performance Report, Network Support Process Analysis Report, and Network Upgrade Requirements Report.	Provides an evaluation of AOC network capacity and performance to support the future system.
✓ Infrastructure – P3 Report deliverables are in final review in preparation for project sponsor review. Reports include: Current AOC SLA Analysis & Recommendation Report, and CMS SLA Analysis & Recommendation Report.	Provides an assessment of ISD SLA current state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project SLA requirements compared to the existing ISD SLA baseline.

<p>✓ Infrastructure – P4 Schedule has been developed and the execution phase has been started. All ISD Functional Managers and the PMO Manager met on 10/23/12 to discuss ISD Disaster Recovery needs relative to projects. The outcome of the meeting is that each project requiring Disaster Recovery services will be responsible for working directly with ISD Infrastructure to acquire Disaster Recovery services. The COTS-P Infrastructure Disaster Recovery scope remains intact and focuses only on SC-CMS Disaster Recovery needs.</p>	<p>Defines the activities and timeline for completion of the SC-CMS Disaster Recovery Analysis sub-project.</p>
<p>Activities Planned</p>	<p>Impact/Value</p>
<p>◦ Application – Obtain approval of the Project Charter from Data & Development and the QA Lead.</p>	<p>Defines all project objectives, deliverables, completion metrics and budget/schedule estimates required to complete the “Initiation Phase” and to start the “Planning Phase”.</p>
<p>◦ Application – Review scope related questions with the Inter-Project Coordination Team and work with the Project Managers of the related projects to find answers to the questions.</p>	<p>Define the scope of the sub-projects.</p>
<p>◦ Application – Continue analysis of SC-CMS high level requirements and determine impact to existing systems.</p>	<p>Defines the scope of the sub-projects.</p>
<p>◦ Application – Begin in-depth impact analysis on major “Integration Points” – from applications to data exchange, data warehouse, and reporting.</p>	<p>Defines the scope of the sub-projects.</p>
<p>◦ Infrastructure - P1 – The reports will be updated with feedback from the project sponsor and re-submitted for approval.</p>	<p>Provides an evaluation of AOC network capacity and performance to support the future system.</p>
<p>◦ Infrastructure – P3 – Final deliverable reports (Current AOC Service Level Agreement Analysis & Recommendation Report and the CMS Service Level Agreement Analysis & Recommendation Report) have been distributed to the Project Sponsor and Infrastructure Manager for review.</p>	<p>Provides an assessment of ISD SLA current state and a recommendation to resolve any deficiencies. Provides a gap assessment of the SC-CMS project SLA requirements compared to the existing ISD SLA baseline.</p>
<p>◦ Infrastructure - P4 – Continue execution of the Disaster Recovery impact effort.</p>	<p>Defines the activities and timeline for completion of the SC-CMS Disaster Recovery Analysis sub-project.</p>

Information Networking Hub (INH) Program Track

Reporting Period through October 31, 2012

Executive Sponsor(s) Vonnie Diseth, CIO/ISD Director	IT Project Manager: Dan Belles
Business Area Manager: Tamra Anderson, Data and Development Manager	Consultant/Contracting Firm: N/A

Description:
The Information Networking Hub (INH) has been initiated as one of three separate Project/Program tracks. While the INH is being built to support the implementation of a 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.

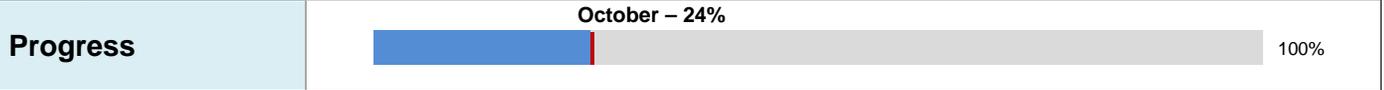
The first phases of the INH project begin with the development of the Foundation components and Pilot Deployment of two services. Initially, the components of the INH will be developed in a sequencing priority based on the needs of the SC-CMS integration, but will continue to build on meeting the needs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

Business Drivers	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"/>

Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>
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- Discussions are scheduled with the Vendor Relations Coordinator and the Infrastructure Manager regarding the possibility of procuring additional tool components for data quality and integration support from vendors that we currently have an existing license agreement with to provide the EDR and data quality automation solution.
- Internal AOC resources are expected to be available mid-November to start work on INH services Jagacy and SQL components.
- The opportunity exists for schedule and staffing conflicts between the INH, SCDX, SC-CMS, and COTS-Prep projects. The project managers of these projects continue to monitor project dependencies and to work with ISD Leadership to resolve any conflicts.



Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: July 2011	Planned Completion Date: June 2014
	Actual Start Date: July 2011	Actual Completion: TBD

Activities Completed	Impact/Value
✓ Completed review "Case" component of the logical data model. Next step is to conduct internal review of the logical data model.	Provides a logical model of the EDR database, so that a physical data model can be built in accordance with agency standards.

✓ Worked with Business Analyst to begin updating business glossary.	Provides a common set of authoritative definitions for data elements contained in the EDR.
✓ Completed updates to Pilot services and Biz Talk platform and submitted them to Infrastructure for deployment to QA.	Completes deployment of the three Pilot services so they are production ready. Includes improvements to Biz Talk orchestration.
✓ Continued work on the Technical Design Documents (TDD) for Pilot services.	Provides functional design specification template for developers and QA testers to follow in developing and testing the INH services.
✓ Hired Java Jagacy contract developer.	Provides a resource to assist with development of screen scraping component of the INH inbound services.
✓ Confirmed INH data exchange requirements with SC CMS technical team. Began process of building use cases to verify detailed data exchange requirements.	Provides agreed upon set of requirements for INH services that support the SC CMS project and can be traced to and provided to the SC CMS vendor.
✓ Conducted performance tests to develop metrics around how the current services are performing.	Provides early metrics on how the data exchanges are performing in case there are design issues that need to be addressed before going into production.

Activities Planned	Impact/Value
◦ Complete internal review process on Logical Model design. Schedule review by Data Design Review team.	Provides logical data design that can be used to construct the physical database.
◦ Start work on the Physical Data Design.	Provides the design of the Enterprise Data Repository.
◦ Continue research into the Data Quality/Master Data Management solution requirements that will support the EDR.	Identifies the gap in features that exists with the current data quality automation tool suite at AOC with the requirements for the EDR.
◦ Update EDR Project Schedule	Provides a detailed project schedule that can be managed to, and can be used to execute and control the project.
◦ Continue business and technical analysis for INH services for proceedings and other data exchanges.	Provides business requirements for technical specifications that can be developed to.
◦ Continue work on IEPD documents for services that have business analysis completed.	Provides NIEM interface documentation that BizTalk developers use to code services.
◦ Complete TDD template for Pilot Services.	Provides functional design specification template for developers and QA testers to follow in developing and testing the INH services.
◦ Begin coding CaseOrderProtection Add, Update and Delete INH services involving Java Jagacy.	Provides INH data exchanges that can be tested and deployed to QA.
◦ Continue working with SC CMS technical staff to walk through use cases involving INH data exchanges.	Provides confirmation of detailed data elements expected by both INH and SC CMS applications.
◦ Continue performance testing of Pilot services in QA to capture additional metrics on performance.	Provides data on performance of data exchanges that help identify issues with services that fail to meet requirements for near real time performance.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Complete Project Initiation	July 2011	Dec 2011	Feb 2012
Complete Project Charter	July 2011	Jan 2012	Mar 2012
Develop Baseline Project Schedules	Feb 2012	April 2012	April 2012
Complete Resource plan	Aug 2011	Feb 2012	Dec 2011
Validate INH Technology Infrastructure	Oct 2011	Dec 2011	Dec 2011
Contract with Data Exchange Consultant	Jan 2012	Feb 2012	Feb 2012
Develop INH Data Integration Strategy	March 2012	April 2012	June 2012
Complete Pilot Services	June 2012	July 2012	July 2012
Deploy INH Inbound Services – Release 1	April 2013	August 2013	
Deploy INH Outbound Services – Release 1	June 2014		
Develop EDR Database - Release 2	Nov 2012	Dec 2012	
Deploy EDR Data Quality Solution – Release 2	TDB		

Approved Project Status Reports

ITG #121 Superior Court Data Exchange								
Reporting Period Through October 31, 2012								
Executive Sponsor(s) Data Management Steering Committee <i>Rich Johnson, Committee Chair</i>			IT Project Manager: Michael Walsh (360) 705-5245 Michael.walsh@courts.wa.gov					
Business Manager: Tamra Anderson, Data and Development Manager			Consultant/Contracting Firm: Sierra/CodeSmart					
Description: 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.								
Business Benefit: The Data Exchange will eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and reduce support costs through a common technical solution for sharing data. At the end of Phase I (Detailed Analysis and Design), AOC will have a complete list of business requirements driven by the customer groups and established a list of services based on these requirements. At the end of Phase II (Implementation), Superior Court data will be available for both query and updates using the nationally recognized NIEM standard and SOA.								
Business Drivers	Improve Decision Making	<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"/>
Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>		
Status Notes:								
<ul style="list-style-type: none"> Increment 1 (14 web services) – Production implementation completed August 29, 2012. Increment 2 (19 web services) - QA testing team fully staffed and engaged in testing activities. Increment 2 QA Testing on schedule per revised schedule. QA testing is scheduled to finish November 12, 2012. Increment 3 (12 web services) - All increment 3 web services delivered by vendor and checked by AOC. Test harness has been implemented. Increment 4 (25 web services) - 12 web services by Sierra & 13 web services by AOC. Sierra increment 4 phase plan delivered. First web services family (2 data exchanges) delivered. Contractor delivery is on schedule. AOC Staff web service delivery is on schedule. <p>The pace of QA Testing has picked up. BizTalk updates for Increment 2 are scheduled for a Nov. 16th deployment. Much, if not all, of the Increment 2 web service defects should be resolved and included in the Nov. 16th deployment.</p>								
Progress	<p style="text-align: center;">October – 70%</p> <div style="display: flex; align-items: center;"> <div style="width: 70%; height: 15px; background-color: #4f81bd; margin-right: 5px;"></div> <div style="width: 30%; height: 15px; background-color: #ccc; margin-right: 5px;"></div> 100% </div>							
Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close				
Schedule SCDX	Original Start Date: 1/2/2011			Original Completion Date: 7/1/2012				
	Planned Start Date: 1/2/2011			Planned Completion Date: 2/28/2013				
	Actual Start Date: 1/2/2011			Actual Completion Date:				
Schedule Increment 1	Original Start Date: 8/29/2011			Original Completion Date: 1/31/2012				
	Planned Start Date: 8/29/2011			Planned Completion Date: 8/29/2012				
	Actual Start Date: 8/29/2011			Actual Completion Date: 8/29/2012				
Schedule Increment 2	Original Start Date: 1/2/2012			Original Completion Date: 3/30/2012				
	Planned Start Date: 2/1/2012			Planned Completion Date: 10/15/2012				

	Actual Start Date: 2/1/2012	Actual Completion Date:	
Schedule Increment 3	Original Start Date: 6/12/2012	Original Completion Date: 11/2/2012	
	Planned Start Date: 6/12/2012	Planned Completion Date: 12/21/2012	
	Actual Start Date: 6/12/2012	Actual Completion Date:	
Schedule Increment 4	Original Start Date: 6/12/2012	Original Completion Date: 2/8/2013	
	Planned Start Date: 8/1/2012	Planned Completion Date: 4/22/2013	
	Actual Start Date: 8/1/2012	Actual Completion Date:	
Activities Completed		Impact/Value	
✓	Increment 2: three of the four services families, 17 of 19 web services, completed.	Improve testing process efficiencies and mitigate test schedule risks.	
✓	BizTalk aggregator and end-to-end testing is done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.	
✓	Performance testing is done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.	
✓	Increment 1 schema validation testing done.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.	
✓	Sierra is still working in support of AOC QA testing and defect correction through December.	Defect correction is in progress.	
✓	The Java Team delivered four additional web services for increment 4. Eleven of the 13 have been delivered. Delivery is on schedule to complete by November 30 th .	Web service delivery is on schedule.	
Activities Planned		Impact/Value	
°	Complete round 1 testing of Increment 2 deliverables.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.	
°	Vendor to deploy build for Increment 2 defect corrections.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.	
°	Testing to execute retest and regression test for Increment 2 defect for Build 1.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.	
°	Prepare for a November 16 th Increment 2 deployment.	Web service delivery is on schedule.	
°	Support Pierce – LINX team in their QA and acceptance testing.	These are formal tests by the AOC to confirm that SCDX Increment 2 meets the AOC documented requirements.	
Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Complete SCDX Increment 2 Development	5/1/2012	6/8/2012	6/8/2012
SCDX Production Increment 1 Complete	1/31/2012	8/15/2012	8/13/2012
Complete SCDX Increment 2	6/20/2012	10/15/2012*	
Start SCDX Increment 3	6/12/12		6/12/12
Complete SCDX Increment 3	8/24/2012	12/21/2012*	
Start SCDX Increment 4	8/1/2012		8/1/2012
Complete SCDX Increment 4	4/22/2013*		

*New or modified date

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

Reporting Period through October 31, 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 Sapinosa, PMP

IT Deputy Project Manager:
 Keith Curry

Consultant/Contracting Firm:
 MTG (Management Technology Group)
 Bluecrane, Inc.
 Rich Wyde, Special Assistant Attorney General

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 case flow management functions, along with participant/party information tracking, case records and relevant disposition services functions in support of judicial decision-making, scheduling, and case management.

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.

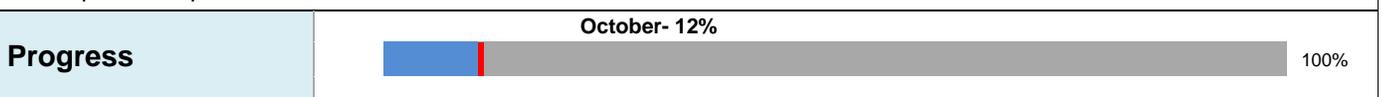
Business Drivers	Improve Decision Making <input type="checkbox"/>	Improve Information Access <input type="checkbox"/>	Improve Service or efficiency <input checked="" type="checkbox"/>	Manage Risks <input type="checkbox"/>
	Maintain the business <input type="checkbox"/>	Manage the costs <input type="checkbox"/>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

Current Status	Scope	●	Schedule	●	Budget	●
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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.



Project Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: September 2011	Planned Completion Date: July 2018
	Actual Start Date: September 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ Project schedule has been reviewed and updated.	Provide up-to-date project progress.
✓ Completed court site visit to Spokane Superior Court and Pend Oreille Superior Court.	Connect with our customers and provides new employees further context regarding court business and operations.

✓ Court Business Office continued process decomposition activities for modeling the superior court business processes.	Developing the as-is process models provides the project team and the CUWG a starting point for developing the future state processes for the superior courts.
✓ Organizational Change Management Team developed a two-week look-back/look-ahead tool.	Maximize OCM Team engagement by increasing the team's understanding of what OCM activities have been completed and are in the queue.
✓ Participated in a strategic planning sessions to clarify project roles and responsibilities.	Maximize project staff's morale and productivity by enhancing their understanding of the various ways in which each role contributes to the success of the project.
✓ Business Analyst team continued review of the SC-CMS System Business Requirements, and further defined them by adding additional attributes.	Creating artifacts for each requirement to provide an understanding of the processes from end to end.
✓ Quality Assurance Team created a draft deliverable outline for the User Acceptance Test plan.	Describes the process, tools, and outputs of the User Acceptance Testing activities.
✓ Vendor Demonstrations were completed.	Validates that the vendors' proposed solution will actual function to meet the court needs.

Activities Planned	Impact/Value
◦ Work planning sessions with core team are scheduled to further elaborate Phase 2 activities.	Provide more accurate projections and trending of task and resource requirements for the next phase of the project.
◦ Court Business Office will validate court profiling approach.	Further discussion needs to occur to refine the approach and the information that needs to be captured by different members of the project team.
◦ Technical team will continue working with the INH group to clarify SC-CMS INH requirements.	Defines project requirements.
◦ Continue working with the COTS-Prep group to help determine SC-CMS data requirements.	Defines project requirements.
◦ OCM team will review Stakeholder Engagement and Readiness Assessment content with Project Sponsors.	Provides a consistent management framework to identify and consult with stakeholders on current and proposed project activities.
◦ Update the OCM 2-week look ahead/look back tool.	Maximize OCM Team engagement by increasing the team's understanding of what OCM activities have been completed and are in the queue.
◦ Update content on the SharePoint and Extranet sites.	Increase awareness and buy-in by providing accurate, relevant project information to internal and external stakeholders.
◦ Review Project Overview presentation and Talking Points document with Project Sponsors.	Provides consistent messaging for the project to internal and external stakeholders.
◦ Begin development of Stakeholder Readiness Assessment Survey.	Identify strengths and potential barriers to successful SC-CMS implementation in each court.
◦ Business Analyst team will begin work on configuration of the Rational Requirements Composer (RRC) tool for capturing and tracking requirements.	Allow for tracking and controlling requirements to allow us to map requirements to business rules and implementation plans.
◦ Work with Court Business Office staff to review previous SC-CMS documentation around process flows.	To bring Court Business Office staff up to speed on work completed in the past so they can proceed with completing the basic case process mode to be used when developing court specific process flows.
◦ Quality Assurance team will create a report inventory that will capture detailed information about the reports that are in JIS, SCOMIS, and BOXI.	Provide inventories that will be used during testing activities.
◦ Creating a Letter and Pattern Forms inventory that will capture detailed information about the letters and forms including who uses them, the trigger, recipients, etc.	Provide inventories that will be used during testing activities.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date or Status
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	9/14/2012
Vendor Demos Completed	10/19/2012	10/19/2012	10/19/2012

Onsite Visits Completed	12/7/2012	12/7/2012	
Notify ASV & Non-Awarded Vendors	2/22/2013	2/22/2013	
Selected Vendor Begins	5/17/2013	5/17/2013	
PHASE 1 COMPLETE	5/17/2013	5/17/2013	

ITG #045 Appellate Courts Electronic Content Management System (ECMS)

Reporting Period through October 31, 2012

Executive Sponsor(s) Appellate Courts Executive Steering Committee Justice Debra Stephens, Committee Chair Vonnie Diseth, CIO/ISD Director	IT Project Manager: Martin Kravik (360) 704-4148 Martin.Kravik@courts.wa.gov
	Consultant/Contracting Firm: N/A
	Business Area Manager Vonnie Diseth, AOC- CIO/ISD Director

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.

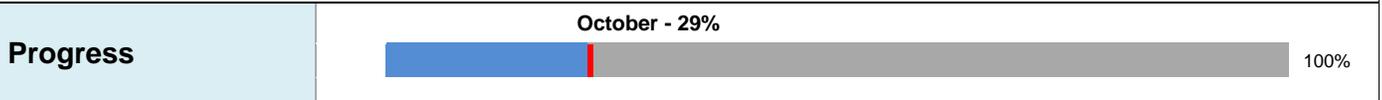
Business Benefits: The project will implement an Appellate Courts EDMS that will improve the efficiency of document management for the courts. To achieve this objective, all Appellate Courts need to use the same EDM application(s). Some of the benefits that will be gained are:

- 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.

Business Drivers	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"/>

Current Status	Scope	<input checked="" type="checkbox"/>	Schedule	<input checked="" type="checkbox"/>	Budget	<input checked="" type="checkbox"/>
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Status Notes:
 Note the project name has been changed to Appellate Court Enterprise Content Management System (AC-ECMS).



Project Phase	<input type="checkbox"/> Initiate	<input checked="" type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: Aug 2011	Planned Completion Date: December 30, 2013
	Actual Start Date: Aug 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ The Acquisition Plan was conditionally approved by the project's Executive Steering Committee.	The AC-EDMS Acquisition Plan defines the acquisition process and plan for procuring the EDMS.
✓ Continued developing the RFP after other procurement options were explored.	Describes the requirements of the AC-ECMS tool.
Activities Planned	Impact/Value
◦ Finalize the RFP draft for review and release to the Executive Steering Committee on November 14 th in preparation for discussion on November 18 th .	Describes the requirements of the AC-ECMS tool.
◦ Formally respond to the recommendations from the AOC Architecture Review Team.	Ensures that the ECMS requirements are in alignment with AOC architecture.

Milestones Planned and Accomplished

Milestone	Original Date	Revised Date	Actual Date
Release Draft AC-EDMS Acquisition Plan for Review	7/27/2012	8/22/2012	8/29/2012
Finalize AC-EDMS Business & Technical Requirements	8/3/2012	9/18/2012	
Release Draft AC-EDMS Web Portal Requirements for Review	7/27/2012	10/1/2012	
Release Draft AC-EDMS RFP for Review	8/17/2012	TBD	
Appellate Courts EDMS RFP Release	9/28/2012	TBD	

ITG #009 Add Accounting Data to the Data Warehouse

Reporting Period through October 31, 2012

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

IT Project Manager:
Business 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.

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

Current Status	Scope	●	Schedule	●	Budget	●
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Status Note:

The Planned Completion Date of this project was updated from January 2013 to January 2014 to accurately reflect the date noted in the project Charter.



Project Phase	<input type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input checked="" type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	Planned Start Date: August 2011	Planned Completion Date: January 2014
	Actual Start Date: August 2011	Actual Completion Date: TBD

Activities Completed	Impact/Value
✓ 1 st review business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and collection reporting.	Provide data for requested reports.
✓ Table design for reports 7, "Cases with A/Rs Paid-in-Full – INCLUDING TRUST". (ETL).	Provide data for requested reports.
✓ Analysis of receipts and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
✓ Analysis of trust information with bond data (ETL).	Provide data for requested reports.
✓ Released "Cases with A/Rs Paid-in-Full – INCLUDING TRUST" <i>without bond</i> .	Provide new functionality for reporting.
✓ Released AR Summary and Detail enhancement to include Jurisdiction.	Provide report enhancement.
✓ Implemented new internal design specification Report Context Model (RCM).	Provide technical requirements review to eliminate implementation errors.
✓ 2 nd review of Case Financial History Report.	Provide business requirements.
✓ Reviewed Issue paper on security reviewed with work group.	Provide business requirements.

✓ Trust detail report 2 nd review and approval.	Provide business requirements.
✓ Initial review of collection report.	Provide business requirements.
✓ Completed design document for Report Context Model (RCM) for receipting.	Provide technical requirements.
✓ Completed analysis on ITG-158: MAYSI-2 & MH-JDAT.	Provide technical analysis.
✓ Completed initial review for new Truancy reports.	Provide business requirements.

Additional Comments

Approved report priority list

Group A	1. Cases with A/Rs Paid-in-Full – EXCLUDING TRUST	Released to production 12/20/2011
	2. Cases with finding date and A/Rs in "potential" status	Released to production 2/21/2012
	3. Detail of A/R type codes entered, paid, outstanding	Released to production 4/17/2012
	4. Summary of A/R type codes entered, paid, outstanding	Released to production 6/17/2012
	5. Monthly interest accruals associated with A/R type codes	Released to production 7/17/2012
Group B	6. Remittance Summary by BARS codes	Released to production 9/18/2012
	7. Cases with A/Rs Paid-in-Full – INCLUDING TRUST (will have additional release to include bond information)	Released to production 10/16/2012
Group C	8. A/R balance by type, A/R and payment aging	
	9. Collection case information	1 st customer review 10/25.
Group D	10. Collection reports for parking cases	1 st customer review 10/2. Report was found to not have business value. The JIS report met the business need. Removed from list of required reports.
Group B	11. Legal Financial Obligation (LFO) Report	
	12. PMR: Detail/Summary aged accounts receivables	
	13. PMR: Detail/Summary of accounts assigned to various stages of collections	
	14. Case Financial History Report (CFH) – received and ordered	2 nd customer review 10/25.
New	15. Trust Summary Report	1 st customer review 10/25.

New Priority List

Priority		Report Name	Court Level
Current	New		
7	1	Cases with A/Rs Paid-in-Full - add trust to report without bond	Both
6	2	Remittance Summary	Both
14	3	Case Financial History Report – received and ordered	Both
n/a	4	*Trust Summary Report – <i>Disbursements and Receipts (was out of scope)</i>	Both
n/a	5	*Trust Summary Report – <i>Bail/Bond and Restitution (was out of scope)</i>	Both
7	6	Cases with A/Rs Paid-in-Full - add trust to report with bond	Both
40	Removed	Collection reports for parking cases	CLJ only
9	8	Collection case information	Both
8	9	A/R balance by type, A/R and payment aging (TPSE)	Both
11	10	Legal Financial Obligation (LFO) Report	SC only
12	11	PMR: Detail/Summary aged ARs	Both
13	12	PMR: Detail/Summary assigned to collections	Both

Legend: * Requirement added during requirements gathering process

ITG #041 Revised CLJ Computer Records Retention and Destruction Project

Reporting Period through October 31, 2012

<p>Executive Sponsor(s) <i>Judge Wynne, Chair</i> JISC Data Dissemination Committee (DDC)</p> <p><i>Judge Tripp, President</i> District and Municipal Court Judges Association (DCMJA)</p> <p><i>LaTrisha Kinlow, President</i> District and Municipal Court Management Association (DMCMA)</p>	<p>IT Project Manager:</p> <p>Kate Kruller, MBA, PMP IT Project Manager 360 704 5503 (o) 360 956 5700 (f) Kate.Kruller@courts.wa.gov</p>
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<p>Business Area Manager: Mike Keeling, Operations Manager</p>	<p>Consultant/Contracting Firm: N/A</p>
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Description: At the direction of the Judicial Information Services Committee (JISC), the Administrative Office of the Courts (AOC) is to remove the archiving requirement for certain courts of limited jurisdiction Records and, by extension, remove archiving of these records from the JIS applications. This request would see the records in the JIS applications "destroyed" at the same time the records are listed for destruction by the courts. This ITG request is a consolidation of requests 14, 15, 16, and 17. The requests were consolidated based upon analysis by AOC Information Services Division (ISD) technical experts.

Business Benefit: Purging these records would remove their visibility from the public website. Removal of the archiving requirement will eliminate the option for court staff to restore archive records. This request was generated based on the JISC adopting the recommendations of the JISC Public Case Search Workgroup on August 18th, 2010. The work detailed in this request will fulfill Recommendation #3 from the report.

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

Current Status	Scope	●	Schedule	◆	Budget	●
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Status Note:
 Project reverted back to the original planned sequence of events:

1. Part 1: Change Destruction Criteria
 - 1.1. Identify transition business rules
 - 1.2. Identify new business rules
2. Part 2: Offline to Online
 - 2.1. Re-code the system to run off of Active Tables - including the destruction of record report (using transition business rules) and the actual destruction of record process (using the today's rules)
 - 2.2. Restore all archived cases into the Active Tables/ Discontinue archiving for all CLJ cases

Now the target is to get charter approval and run the requirements documents through the Steering Committee (made up of representatives from the JISC's Data Dissemination Committee [DDC], the District and Municipal Court Judges' Association [DMCMA] and the District and Municipal Court Management Association [DMCMA]). Court Organization Process Advisors are working with draft questions on process and policy for the Steering Committee (with some recommendations to go to the Data Dissemination Committee).
 When the Steering Committee approves, then approval of the committee and association memberships will be sought, respectively, via their leadership (Chair or President).



Project Phase	<input checked="" type="checkbox"/> Initiate	<input type="checkbox"/> Planning	<input type="checkbox"/> Execute	<input type="checkbox"/> Close
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Schedule	<p>Planned Start Date: (Previous efforts: Circa 2006; August 2010) Current effort: April 23, 2012</p>	<p>Planned Completion Date:</p>
	<p>Actual Start Date: April 23, 2012</p>	<p>Actual Completion Date: TBD</p>

Activities Completed		Impact/Value	
✓ Oct 12-25 Business Analyst revised requirements gathering process steps underway, along with matching schedule updates, to stabilize requirements gathering needs for project. Court Organization Process Advisors are working with draft questions on process and policy for the Steering Committee (with some recommendations to go to the Data Dissemination Committee).	Requirements gathering.		
✓ Oct 12-Nov1 Project Team and Court Committee/Association Advisors work on detailed questions for the Steering Committee and policy clarification document for the DDC.	Clarifying project requirements.		
✓ Nov 5-9 Schedule Charter review by Steering Committee.	Defines what the project will accomplish.		
Activities Planned		Impact/Value	
◦ Oct 12 - Nov 15 Project Manager updates schedule based upon original archive migration plan and produces MS Project full version of schedule for Clarity team.	Defines the sequence of activities necessary to carry out the work of the project.		
◦ Oct 19 - Nov 15 Charter finalized for Steering Committee to establish agreement on how to proceed. Signature cycle underway.	Provides definition of project scope and project management approach.		
◦ Nov 5-Nov 9 Update will be sent out the following week for approval.	Provides definition of project scope and project management approach.		
Milestones Planned and Accomplished			
Milestone	Original Date	Revised Date	Actual Date
Part 1 - Enhance Destruction of Records Process			
Stakeholder Identification	5/23/2012	6/1/2012	
DDC, DMCJA and DMCMA Organization/Associations leadership agreement on approach	5/25/2012	6/8/2012	
Project Steering Committee formed	6/8/2012	6/8/2012	
Proposed Draft of Functional Requirements	6/1/2012	6/8/2012	
Functional Requirements Review - John Bell	6/8/2012	6/8/2012	
Functional Requirements Review - Steering Committee	6/15/2012	7/10/2012	
Functional Requirements Review DDC, DMCJA and DMCMA Organization/Associations Review	6/22/2012	7/10/2012	
Proposed Non-Functional Requirements	8/10/2012	10/12/2012	
JISC Update	9/7/2012	9/7/2012	
Project Charter	9/14/2012	10/12/2012	
Developer changes to JIS	TBD		
QA Test update JIS process	TBD		
Steering Committee recommendation to DDC, DMCJA and DMCMA Organization/Associations	TBD		
DDC, DMCJA and DMCMA Organization/Associations approval via Leadership confirmation	TBD		
JISC Update	TBD		

ISD Operational Area Reports

Operational Area: IT Policy and Planning

William Cogswell, ISD Associate Director

Through October 31, 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
<u>Portfolio Coordinator</u>	
✓ Participated in entering web application portfolio in Clarity PPM.	Better understanding and visibility of applications in the portfolio to inform ISD decision making.
✓ Entered Court of Appeals application portfolio into Clarity PPM.	Better understanding and visibility of applications in the portfolio to inform ISD decision making.
<u>Service Delivery</u>	
✓ Met with representative from Access to Justice to discuss how the Access to Justice Technology Principles are incorporated into the IT Governance process.	Provided information show how the principles are a guide for ITG analysis.
<u>Release/Change Management</u>	
✓ Participated in weekly NETOPS Mtg.	Track current/future changes to Business Apps/Environment for potential impact and conflicts.
✓ ITIL Foundation Certification.	Increased proficiency with ITIL features to be considered when developing Change/Release processes for AOC.
✓ Visit to Dept. of Ecology, Consolidated Technical Services & Employment Security Dept.	Asses Change/Release Management in other State Agencies. Determine/review implementation strategy & ITIL "quick wins".
✓ Participated in COTS Prep SC-CMS review.	The objective of COTS Preparation (COTS-P) Infrastructure Program is to prepare the Administrative Office of the Courts (AOC) Information Technology (IT) environment to support the future transition to a Commercial Off the Shelf (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 and supported by AOC Information Services Division (ISD). As the first COTS based application, the SC-CMS implementation will also validate many of the AOC preparation assumptions for supporting future COTS product implementations.
✓ Participated in Automating Release Notes Mtg.	Increased efficiency/clarity & reduced process time for Release notes process.
✓ Participated in Environment Mtg.	Track current/future changes to Business Apps/Environment for potential impact and conflicts.
✓ Right Now training.	Increased familiarity w/tool used for Incident Management & better understanding of customer support process. Assist in developing Change/Release Management Policy/Standards.
✓ Participated in Rational Clear Quest (RCQ) Mtg.	Continued evaluation/selection of RCQ for Change/Release Tool which may increase efficiency in Change/Release process.
<u>Organizational Change Management</u>	
✓ Joined the Project Management Office Process Improvement Project to pick up the Organizational Change Management tasks.	Manage the people side of the PMO process improvements.
✓ Prepared September monthly reports for ISD and JISC.	Communicate ISD activities to AOC stakeholders.

✓ Worked on draft of ISD Organizational Change Management Policy.	Will provide guidance to ISD employees to define organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
✓ Attended the Association of Change Management Professionals Pacific Northwest Change Connect Symposium.	Learning and networking – connected with Alaska Airlines employees to share their knowledge and experiences with organizational change management.
Clarity Administrator	
✓ Clarity Report: ISD Weekly Assignment Planner (New Report).	(Limited release of this report). Provides ISD staff a detailed list of assignments for the time reporting period.
✓ Clarity Report: ISD Project Risks and Issues (Enhancement).	Enhanced this report to include risk symptoms, contingency comments, and (general) comments. Provides more risk details for review and evaluation.
✓ Clarity Report: ISD Weekly Investment Timesheet Summary (New Report).	This is a time reporting report for PMs. The report provides a project view of time reporting rather than a resource view.
✓ Clarity Report: ISD Project Monthly Task Completion Watch List.	Draws attention for PMs on project (schedule) tasks that have target finish dates in the past but are still showing outstanding work. It also draws attentions to tasks that are scheduled to complete in the next 30 days.
Resource Coordinator	
✓ Participated with team to continue document processes in Clarity (ongoing).	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.
✓ Continue to work with the PM to status the top and high level project schedules into Clarity.	Provide an interim means for inputting high-level project schedule data into Clarity to produce more meaningful information on project schedules, status and tracking.
✓ Ongoing resource management - continue to work with the Functional Managers and PMO to manage resources between daily operational work and projects. Run reports, add/remove resources & roles; add/remove/edit tasks; run reports and provide information as needed (ongoing).	Provides an overview of: <ul style="list-style-type: none"> • Resource allocation for staffing current and future projects, • Availability of skilled resources, • Avoid over/under allocation of staff.
✓ Prepared and distributed the following reports: <ul style="list-style-type: none"> - Weekly Vacancy Report - Weekly Allocations & Actual by Investment Report - Weekly Missing Timesheet Report - Monthly New & Exiting ISD Employees Report - Monthly Performance Measures - Monthly Accomplishments Report (ongoing) 	Provides a regularly occurring method of providing information to management and staff.
✓ As part of the Clarity Team, assist staff with timesheet questions, training, adjustments and resolving issues (ongoing).	Staff resource.
✓ Participate as needed with the Clarity/MSP Integration project.	Allows PM's the ability to upload their MS Project Schedules in Clarity and easily retrieve various useful reports. Schedules would no longer need to be manually entered and updated.
Business Liaison	
✓ 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.
✓ Participated in the vendor demonstrations for the SC-CMS project.	Reviewing the vendor demonstrations to help 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 and staffing for November DMSC committee.	Provide staffing and support for committees and groups to effectively carry out their decision processes.
✓ 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.

✓ Attended Superior Court Administrators Conference	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
✓ Attended Judicial Conference and SCJA Board of Trustees meeting.	Delivering communications and messages to the customers keeps them informed and improves credibility, transparency and trust.
<u>Vendor Relations</u>	
✓ Continued development of specific scoring formulas for procurement evaluation for SC-CMS RFP.	Mitigate project risk through thorough vetting of evaluation scoring methodology.
✓ Following completion of Written Evaluations, developed and delivered Initial Executive Summary Report to RFP Steering Committee.	Analyzed evaluator scores and other acquisition documents to provide governing body with valuable information to make well informed decision regarding next RFP evaluation phase.
✓ Organize all activities and tasks required for SC-CMS RFP Vendor demonstrations.	Establish and execute coordinated effort of VRC and administrative staff for all lodging, travel, and food requirements for event; Negotiate all contracts with service providers required for event; all contractual activities completed in coordination with MSD Contracts.
✓ Designed, created, and distributed demonstration instructions for evaluators for SC-CMS RFP.	Establish and implement ISD acquisition and contract standards for specific evaluation phases; Create ease in access of RFP training materials.
✓ Designed, created, and distributed scorebooks for demonstration phase of SCCMS RFP.	Establish and implement ISD acquisition standards; Establish standard expectations for acquisition evaluators for specific evaluation phases.
✓ Following completion of Vendor Demonstrations, developed and delivered 2nd Executive Summary Report to RFP Steering Committee.	Analyzed evaluator scores and other acquisition documents to provide governing body with valuable information to make well informed decision regarding next RFP evaluation phase.
✓ Began coordination and organization of Client Onsite Visits for SC-CMS RFP.	Establish sole contact with potential Vendor clients for onsite visits; establish agenda and confirming availability of local court resources; establish RFP standards for ISD related to Onsite Visits.
✓ Continued to maintain open communications with Steering Committee and evaluators for activities related to RFP evaluation process.	Liaised with stakeholders for SC-CMS RFP to continue development of trust with AOC for establish of ownership of selected Vendor solution.
✓ Provided guidance to PM and MSD Contracts on the development of the preliminary draft IT acquisition documents for the Appellate Court Enterprise Content Management (ECMS) solution.	Leverage IT acquisition and contracts knowledge and skills for development of acquisition documents in support of established and implemented ISD acquisition standards; Mitigate project risk through Vendor communications.
✓ Draft initial ISD Vendor Management Policy (ISD 10.34).	Establish policy identifying roles and responsibilities of the VRC and the purpose for ISD Vendor Management Program.
✓ Provided guidance and contract resolution for compliance between PM and Vendor related to Superior Court Data Exchange project.	Mitigate project risk through Vendor communications; Manage Vendor Relationships and performance for ISD.
✓ Drafted and executed Work Request DES 13-18/AOC 12-02 urgent need for INH Application Developer(s).	Leveraged state procurement resources for expedited fulfillment of temporary staffing needs; Managed onsite candidate interviews; Provided communication updates with Vendors who submitted responses.
Activities Planned	
Impact/Value	
<u>Portfolio Coordinator</u>	
◦ Update data exchange portfolio in Clarity PPM.	Better understanding and visibility of applications in the portfolio to inform ISD decision making.
<u>Service Delivery</u>	
◦ Meeting with AOC Leadership Team to take action on JIS, AOC, and ISD IT Governance requests.	Move additional requests through the process.
<u>Release/Change Management</u>	
◦ Continued participation in weekly NETOPS Mtg.	Track current/future changes to Business Apps/Environment for potential impact and conflicts.
◦ Continue developing Release Calendar.	Provide LT/Stakeholders visibility on AOC Releases.
◦ Continue development of automated Release Notes Process.	Increased efficiency and reduce process time.
◦ Continue developing Release Policy and Standards.	Proposed Policy/Standards will provide LT consideration for the what/why/how of AOC Release Management.

◦ Continue developing Change Policy and Standards.	Proposed Policy/Standards will provide LT consideration for the what/why/how of AOC Change Management.
◦ Continued participation in Rational Clear Quest (RCQ) Mtg.	Continued evaluation/selection of RCQ for Change/Release Tool which may increase efficiency in Change/Release process.
<u>Organizational Change Management</u>	
◦ Work with the Project Management Office Process Improvement Project to review the Organizational Change Management plans.	Plan activities for managing the people side of the Project Management Office process improvement effort.
◦ Prepare October monthly reports for ISD and JISC.	Communicate ISD activities to AOC stakeholders.
◦ Work on draft of ISD Organizational Change Management Policy.	Will provide guidance to ISD employees to define organizational change management, describes the process and tools, and how to work organizational change management in projects and other ISD change efforts.
◦ Attend Prosci Change Management Training November 5 – 8.	Learning the theory, tools, and Prosci process for managing the people side of change (organizational change happens one person at a time).
◦ Draft an ISD Survey to gather feedback on Clarity communications.	Identify what works and what does not work to improve the Clarity communication process.
◦ Draft Organization Change Management plans for the Release Note process improvement.	Plan activities for managing the people side of the Release Notes process improvement effort.
<u>Clarity Administrator</u>	
◦ Clarity V13 –Begin efforts to implement the latest version of Clarity.	Support for version 13 ends 12/31/2012. Implementing version 13 will continue our product support. V13 also has a much improved user interface.
◦ Clarity / Microsoft Project Integration – Pilot SCDS using MSP for scheduling.	Enables PM the ability to manage their project schedules with the tooling that they are more comfortable with.
◦ Enterprise Resource Pool – Communicate with staff on the value and impact staffing projects utilizing a shared resource pool.	A better understanding of the role each resource plays in project scheduling.
<u>Resource Coordinator</u>	
◦ Continue the same activities as September (except annual leave).	Build working relationships with management and staff, maintain accurate information in Clarity and deliver accurate information for management and PMO through the various reports distributed throughout the month.
◦ Build accurate project schedules in Clarity for ITG 041 & ITG 58/37/79 (combined).	Ensure adequate resources are available when needed, accurate tracking of completed tasks, for accurate reporting.
◦ Enter complete, detailed project schedules for INH Middleware and INH EDR in Clarity.	Ensure adequate resources are available when needed, accurate tracking of completed tasks, for accurate reporting.
◦ Member of the AOC Recognition Team – Food Committee.	Recognize staff achievements, allows opportunity for staff and management to have fun and informally give KUDOS to each other. Promotes a sense of team and improves employee morale.
◦ Meet with D & D Functional Manager to update/status schedule in Clarity for the Add Accounting Data to the Data Warehouse Project.	Insure correct information is in Clarity to show completion % of project, update team members and allocations.
<u>Business Liaison</u>	
◦ Continue work and presentations 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.
◦ 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.

<ul style="list-style-type: none"> ° Participate in projects and programs as a customer liaison, providing a customer perspective. 	<p>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.</p>
<p><u>Vendor Relations</u></p>	
<ul style="list-style-type: none"> ° Continue work efforts for the Appellate Court ECMS RFP in collaboration with MSD Contracts, ISD PMO and stakeholders. 	<p>Provide direct support to VRC: aid in establishing Vendor Relations framework within ISD, assist in development and delivery of program training to ISD.</p>
<ul style="list-style-type: none"> ° Continue to work with MSD Contracts and Finance to complete Total Cost of Ownership (TCO) for Vendor Proposals for SC-CMS RFP. 	<p>Establish processes and train required AOC staff on requirements for ISD TCO for outsourced solutions; create templates and samples for use in development of standards and procedures.</p>
<ul style="list-style-type: none"> ° Strategize procurement methods with PM for data quality and EDR goods and services for INH project. 	<p>Provide guidance to leverage agency current contracted software goods and services for fulfillment of INH DQ and EDR needs.</p>

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Through October 31, 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
✓ Architecture Review Team (ART) reviews were discussed with SC-CMS project manager, and appropriate junctures for reviews identified.	Architectural reviews are conducted for all technical work efforts with potential impact on the enterprise systems. These reviews ensure compliance with standards and alignment with the Future State Architecture.
✓ Participated in evaluation of SC-CMS vender demonstrations.	Vendors will be evaluated on the basis of written responses, product demonstrations, and site visits to vendor installations in other states.
✓ ITG 153 - Transmit Additional Enhancements to WSP: Collaborated with business and technical subject-matter experts and prepared analysis report for review by the Operations Change Board (OCB).	This enhancement would provide more complete disposition information to the WSP for criminal history.
✓ Completed the preliminary logical model for the Enterprise Data Repository, and conducted walk-through for ISD staff. EDR work continues in November.	The EDR will support sharing of statewide data between courts and with justice partners.
✓ ITG-158 requests that two mental-health screening tools [Massachusetts Youth Screening Instrument-2(MAYSI-2) and the Mental Health - Juvenile Detention Assessment Tool (MH-JDAT)] be developed electronically on an AOC server, together with real-time scoring, data storage, reporting, and data query. Analysis completed for Operations Change Board (OCB).review.	Implementation of two mental-health screening tools on an AOC server (together with real-time scoring, data storage, reporting, and data query) would provide a central and secure method for juvenile courts to determine the mental-health needs of the youth they detain.
✓ Identify and document the high level data requirements in the standard so that the Policy Development Workgroup can proceed with the policy approval. Detailed data element approval will be provided by the Data Management Steering Committee.	The Policy Development Workgroup is establishing policy and Standards for Local Court Record Systems. The Workgroup needs information to proceed with policy approval and not be delayed waiting for the standards to be completed.
✓ The AC-EDMS (Appellate Courts' Electronic Data Management System) requirements ART review began in September. The EDMS team is working on open items resulting from that review. ART Review of two additional EDMS milestones (full solution and solution design) await scheduling by the project team.	Architectural reviews are conducted for all technical work efforts with potential impact on the enterprise systems. These reviews ensure compliance with standards and alignment with the Future State Architecture.
✓ Provided enterprise architecture perspective to the JIS Codes Committee and staff in preparation for, and during, their monthly meeting.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
✓ Participated in evaluation of vender responses to the SC-CMS RFP.	Vendors will be evaluated on the basis of written responses, product demonstrations, and site visits to vendor installations in other states.
✓ Documenting the high-level impact analysis on each sub-Project of COTS-Prep Application Program 1. JIS Link, 2. JIS Applications, 3. Data Exchanges, 4. Data Warehouse, 5. Statewide Reporting.	Identify the dependencies and possible changes to existing systems and applications which are absolutely essential to support implementation of SC-CMS and INH when SC-CMS goes live.
✓ SECTOR Court-Date Enhancements: Updated Business Requirements, assisted with testing, edited communication and eService answers for court date enhancements to SECTOR.	Allows courts to set default values for court dates in SECTOR.
✓ Business Analysts assisted with Release Notes.	Resolved Right Now eService tickets submitted by courts.
✓ ITG 58/37/79 Plain Paper Warrant, Comment Field, and	Supports CLJ warrant processing.

Bail Options: Completed functional specification for these three ITG requests.	
✓ ITG-165 Code Requests - Juvenile Dependency Cases: Completed requirements for SCOMIS and JCS codes for tracking dismissal of dependency cases.	Provides better tracking of the reasons for dismissal of dependency cases in Superior and Juvenile Courts.
✓ ITG 45 - AC EDMS: Completed review and acceptance of business, automated workflow and reports requirements for RFP.	Provides components needed for the release of an RFP.
✓ Reviewed and modified the Policy for Local CMS Systems with the Policy Work Group.	The policy will provide guidance to the JISC for approving the usage of CMS systems other than those provided by AOC.
Activities Planned	Business Value
◦ Provide enterprise architecture perspective to the JIS Codes Committee and staff in preparation for, and during, their monthly meeting.	The JIS Codes Committee reviews code requests against established guidelines. It prioritizes implementation of those which are approved.
◦ Publish release notes and other court communications as needed.	Provide information to courts.
◦ Identify and document the requirements for ITG 94 - Guardian Web Application. Document the stages of this application upgrade.	These upgrades will provide guardians the ability to report continuing education requirements based on Board revised requirements and a user interface consistent with the Interpreter application.
◦ Assist with RightNow tickets, as needed.	RightNow tickets provide a mechanism for users to report problems, questions, or issues with the JIS systems.
◦ Document high- level use cases that will ensure systems continue to function when an SC-CMS COTS program is implemented.	Ensure systems continue to function when a court begins using the new SC- CMS COTS program.
◦ Identify/on-board development resource for 8-10 services that are ready for development.	Services are the foundation for exposing Information Network Hub (INH) functionality.
◦ Provide updated INH infrastructure code and one new service to QA.	The INH infrastructure will be the foundation for all service interaction.
◦ Develop additional INH infrastructure to support required interaction patterns.	The INH infrastructure will be the foundation for all service interaction.
◦ The Enterprise Business Architect will serve as one of two AOC representatives on the Court Users Workgroup (CUWG), which will be convened in the near future to commence superior court business-process reviews/improvement.	The Court Users Workgroup (CUWG) serves as the governing body for Court Business Office (CBO) initiatives to optimize, standardize, and continuously improve court business process in conjunction with implementation of a new Superior Court CMS.
◦ Creating expedited VRV on-boarding process. <ul style="list-style-type: none"> - Working with Lake Forest Park Muni Ct to begin using system. - Responded to new request from Puyallup Municipal Court. - Worked with Tacoma and Fife with security issues so they could complete testing. 	Once an expedited VRV (Vehicle-Related Violations) on-boarding process is established, we will be able to bring more CLJ courts onto the VRV exchange without waiting for the DES process.
◦ Continued to work with ITG-41 (Retention of Records) project team, legal advisors and liaisons to complete questions to take to steering committee so that requirements can be finalized. Assisted with completion of project charter.	Need complete requirements in order to move forward with development and implementation of this project.

<ul style="list-style-type: none"> ◦ Assisted with testing, requirements, and communication with courts for the release of this SECTOR e-Ticketing enhancement. 	<p>Enhancement allows courts to establish court date defaults so that officers provide the correct court date for defendants on e-Tickets.</p>
<ul style="list-style-type: none"> ◦ Managed release notes for ASRA, JIS, and SECTOR e-Ticketing releases. 	<p>Inform Court community of pending changes to systems.</p>
<ul style="list-style-type: none"> ◦ Policy and Standards for Local Court Record Systems: Revised the data-sharing standards to cross- reference data-exchange services from INH and SCDX to the local data-sharing standards. 	<p>Providing standards will provide guidance to non-JIS courts on what data is needed to be shared between courts via data exchanges.</p>
<ul style="list-style-type: none"> ◦ Enterprise Data Repository (EDR): Transform the logical data model and develop and implement database design using SQL Server. 	<p>The EDR will support sharing of statewide data between courts and with justice partners.</p>

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Through October 31, 2012

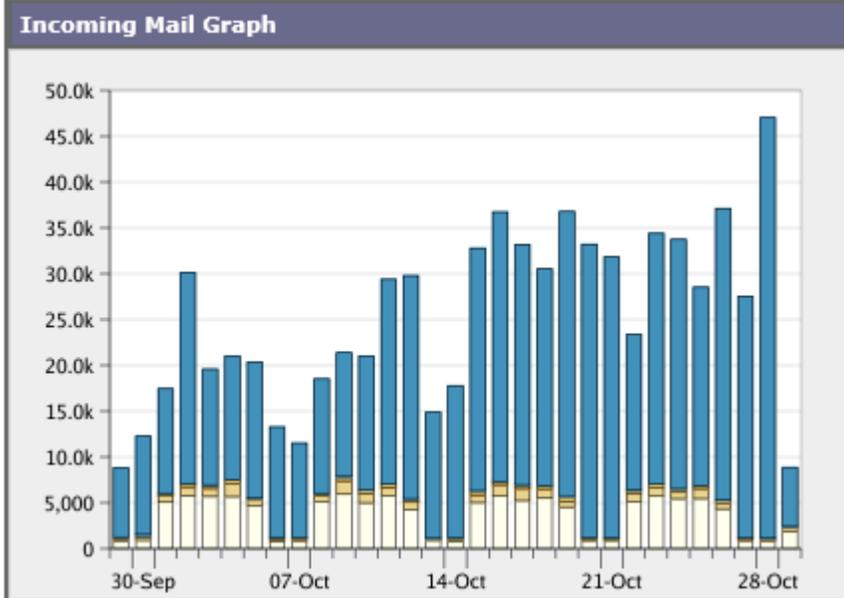
Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit

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"> ✓ Started planning for the Spring 2013 Disaster Recover test. The next Disaster Recovery test is scheduled for March 08-09, 2013, and will consist of a combined network test with Department of Enterprise Services, so it should make for an exciting test. We set our objectives and expectations for the next test. Staff continues to keep documentation/procedures current. 	<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"> ✓ Completed the following Software/Hardware updates: <ul style="list-style-type: none"> • Upgraded IOF (Spool display program) to newest version. • Upgraded Ringmaster (Wireless Network Monitor Control Program) to newest version). • Upgrade FDR (Mainframe disk backup tool) to newest version. 	<p>Maintaining current and supported software levels ensures users are able to continue to work.</p>
<ul style="list-style-type: none"> ✓ Waiting for testing of Natural 8.2.2 so we can migrate to production. 	<p>Current Version of Natural is unsupported by the vendor.</p>
<ul style="list-style-type: none"> ✓ Built 50 new Laptops for Customer Services Education for their use in the mobile training lab. 	
<ul style="list-style-type: none"> ✓ Built 12 Laptops for use in the SeaTac location to be utilized by the various boards. This is so they can review materials online instead of printed materials. 	
<ul style="list-style-type: none"> ✓ Waiting for testing of z/OS 1.13 operating system so we can migrate to production. 	<p>Maintaining current and supported software levels ensures users are able to continue to work.</p>
<ul style="list-style-type: none"> ✓ Completed the APC Rack Build out. Added 25% more capacity to our server racks to support the anticipated servers coming in for the SC-CMS project. 	
<ul style="list-style-type: none"> ✓ Started the work on the FY13 Equipment Replacement. Letters to courts have been drafted. 	<p>Replace aged (5 year old) equipment with new hardware and operating systems.</p>
<ul style="list-style-type: none"> ✓ Completed Video Conferencing Upgrade of software and hardware components. Can now perform Polycom video conferencing with iPhone/iPad devices on our wireless network. Judges and staff can all use the Polycom video conferencing system and join conferences from offsite locations, like their home. Virtual meeting rooms are setup allowing multiple conference participants to join a meeting without having the schedule a meeting before hand. 	

✓ During the month of October 2013, the e-mail systems received 782,200 e-mails, of which 666,800 e-mails were 'Spam' e-mails, and not delivered; thus only 115,500 were real e-mails and delivered.

Only delivering the real e-mails saves on staff time, not making them having to deal with all the unnecessary garbage in their inboxes. All saves space in the servers.



(blue is spam – white is real e-mail)

Activities Planned	Impact/Value
◦ Continue to work on the March 2013 Disaster Recovery activities.	Disaster Recovery is a JIS activity which ensures the JIS systems would be available in the event of a disaster (either localized or large).
◦ Continue Hardware/Software/Firmware Upgrades on system components.	Maintaining current and supported software levels ensures users are able to continue to work.
◦ Start work on FY13 Equipment Replacement. Complete Smoothing report.	Replace aged (5 year old) equipment with new hardware and operating systems.
◦ Waiting for testing of Natural 8.2.2 so we can migrate to production.	Current Version of Natural is unsupported by the vendor.
◦ Waiting for testing of z/OS 1.13 Upgrade so we can migrate to production.	Maintaining current and supported software levels ensures users are able to continue to work.
◦ Upgrade the COA 1 File Server.	Replace aged (5 year old) equipment with new hardware and operating systems.
◦ Upgrade the COA 2 File Server.	Replace aged (5 year old) equipment with new hardware and operating systems.
◦ Upgrade the COA 3 File Server.	Replace aged (5 year old) equipment with new hardware and operating systems.
◦ Continue work on MS Exchange Upgrade Planning.	Maintaining current and supported software levels ensures users are able to continue to work.

Operational Area: Data & Development

Tamra Anderson, Data & Development Manager

October 31, 2012

Includes: Data Warehouse Unit, Development Unit, Data Quality and Governance, & Database Unit

Description: The Data & Development Section is comprised of four separate units:

Data Warehouse: 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.

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

Data Quality and Governance: Data maintained by business applications is viewed as an enterprise asset. In addition to supporting business operations, data, when consolidated into a mechanism such as a data warehouse, is used to support strategic decisions and business process improvements. A Data Governance Model provides the decision-making framework to support the management of data as an enterprise asset. Combined with Data Quality, the management of data through defined governance processes, policies, and standards required throughout the data life cycle will result in increased accuracy, consistency, and confidence in the underlying enterprise data.

Database: 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 Warehouse Unit</u>	
✓ 1st review business analysis for report 8-10, "A/R balance by type, A/R and payment aging" and collection reporting.	Provide data for requested reports.
✓ Table design for reports 7, ""Cases with A/Rs Paid-in-Full – INCLUDING TRUST". (ETL).	Provide data for requested reports.
✓ Analysis of receipts and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
✓ Analysis of trust information with bond data (ETL).	Provide data for requested reports.
✓ Released "Cases with A/Rs Paid-in-Full – INCLUDING TRUST" without bond.	Provide new functionality for reporting.
✓ Released AR Summary and Detail enhancement to include Jurisdiction.	Customer enhancement request.
✓ Implemented new internal design specification Report Context Model (RCM).	Provide technical requirements review to eliminate implementation errors.
✓ 2nd review of Case Financial History Report.	Provide business requirements.
✓ Reviewed issue paper on security reviewed with work group.	Provide business requirements.
✓ Trust detail report 2nd review and approval.	Provide business requirements.
✓ Initial review of collection report.	Provide business requirements.
✓ Completed design document for Report Context Model (RCM) for receipting.	Provide technical requirements.
✓ Completed analysis on ITG-158: MAYSI-2 & MH-JDAT.	Provide technical analysis.
✓ Completed initial review for new Truancy reports.	Provide business requirements.
<u>Data Exchange/Development Unit</u>	

✓ Triaged SCDX Increment 2 services QA Defect tickets.	Helps to continue QA testing web services in the QA environment.
✓ Deployed SCDX functional bug fixes in Java and BizTalk to Dev.	Prepare the build to deploy to QA for Regression testing.
✓ Worked with Pierce County IT group to clarify, troubleshoot functional issues with Docket Add service. Helped Pierce to successfully identify service exception issue at their end.	Helped Pierce County to get their receiving service set-up correctly to receive Response data from AOC to their LINX application.
✓ Prepared an extract of all of Pierce County's Docket Tokens, Participant Tokens, Case Tokens and corresponding Case numbers (from 01/01/2010 – 10/15/2012). Created an FTP site and uploaded the extract to the site for easy access.	Helps Pierce County to upload and store the tokens in their new database to send updates using the data exchange services.
✓ Prepared/completed the Production Roll out plan for SCDX Increment 2 and prepped the deploy team for the upcoming Production deploy.	Prepare the PROD support people regarding their roles and responsibilities for Production deploy of SCDX Increment 2.
✓ Completed the program documentation and deployment guides for DOL Driver License Get INH service.	Helps to document the Proof of Concept for the INH design architecture as well as detail the instructions for server admins for deploying these services to BizTalk QA environment.
✓ Performed improvements to the INH Core components and pilot services.	Helps AOC to validate the messaging service that will be used JIS DOL driver record abstract screen.
✓ Perform INH planning and design for more INH services.	Complete the work for the INH project.
✓ Participate in discussions for INH EDR design task.	Complete the work for the INH project.
<u>Data Quality and Governance</u>	
✓ DMSC Presentation Planning (Data Governance and Data Quality).	Share information effectively and efficiently.
✓ Presented to the DMSC a plan for implementing Data Governance and Data Quality.	Share with the DMSC the roadmap for establishing the Data Governance framework and managing Data Quality.
✓ Data Profile Planning (SC-CMS and JIS data).	Begin the initial steps to assess the quality of data. This will establish a baseline of data quality for AOC.
✓ Assess SC-CMS data migration plan.	Observe existing process and determine steps needed to develop a successful data migration strategy.
<u>Database Unit</u>	
✓ Data profiling for SC-CMS and JIS data.	Implement data profiling techniques for implementing data quality.
✓ Began first steps to assess the quality of data.	Establish the baseline of AOC data quality.
✓ Continue planning for Data Governance with focus on structure, roles and charter.	Share information to DMSC the roadmap for establishing the Data Governance framework and managing Data Quality.
✓ Referential Integrity clean-up in the JIS Database.	Ensure data quality and consistency in all DB2 environments.
✓ Metadata Analysis Components of Data Profiling.	Implement Data Governance Model.
✓ Data Profile Planning (SCCMS and JIS Data).	Establish Baseline of Data Quality for AOC.
✓ Design discussions about Data Quality within INH-EDR around data modeling, data quality issues and required data quality tools.	Contribute to EDR design review process from Data Quality perspective.
✓ INH Project support (SC-CMS and INH Technical Team, INH Weekly Project Lead Meeting, EDR Logical Data Modeling).	Benefit- Integrate Data Quality into INH Project.
✓ Database Design Review- EDW.	Contribute to design review process from Data Quality perspective.
Activities Planned	
Impact/Value	
<u>Data Warehouse Unit</u>	
◦ Case Financial History Report design.	Provide requested report from deliverables list.
◦ Committee decision on security issue: What level of security should be applied to collections and trust data?	Provide business requirements.

◦ Continue analysis of revenue and disbursements data for Report 14, "Case Financial History" (ETL).	Provide data for requested reports.
◦ Complete analysis of trust information with bond data (ETL).	Provide data for requested reports.
◦ Continue research and design of tables for Report 8-10 (ETL).	Provide data for requested reports.
◦ Complete Report Context Model (RCM) for receipting.	Provide technical requirements.
◦ Began reviewing documents to capture workflow information for ETL.	Provide technical requirements.
<u>Data Exchange/Development Unit</u>	
◦ Support QA testing for SCDX Increment 2 & 3 services.	Help with completing the QA testing of SCDX Increment 2 services and begin testing of Increment 2 exchanges.
◦ Deploy SCDX Increment 2 to Production.	When Pierce County goes live in Production with SCDX Increment 1 & 2 services, it will cause a sizable reduction in the amount of time spent by Pierce County for double data entry.
◦ Deploy INH services (BizTalk portion) into QA server.	Helps to test the INH services for QA testing.
◦ Complete the technical design, coding and unit testing for those INH services for which the Functional Specs and IEPDs have been completed.	Helps to complete the tasks for INH project.
◦ Work on the Functional Specification and NIEM IEPDs for the rest of INH services.	Helps to complete the tasks for INH project.
<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 October 31, 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
✓ Legacy – Modify the message accompanying Copy Case files FTP'd to DES for printing.	Fulfills a request from DES to have messages coincide with their current processes.
✓ Legacy – Revise policies regarding Super User requirements and responsibilities.	Sets out clear expectations for Super Users which supports the security of our applications and data.
✓ Legacy – Corrected an issue to allow all charged on a case that have a DOL flag of Y indicating that an FTA is eligible in the FTA Transfer to Department of Licensing.	Provides more accurate data to DOL.
✓ Legacy – Implemented docket code PREVCON, Defendant ordered to comply with all conditions previously imposed.	Fulfills a request by the JIS Codes Committee.
✓ DX – Implemented java web services (Case Resolution and Case Sentence) for SCDX project.	Allow courts with their own information system to exchange data with SCOMIS.
✓ ASRA – Implement ASRA version 1.02, including an online version of the Defendant Case History (DCH) report, and an enhanced out-of-state charge entry process. Delayed from September 2012 reporting period due to deployment issues.	Allows users to more easily view an individual's in-state criminal history prior to performing a risk assessment.
✓ JCS – Released JCS Build 133.1, which includes new accounting screens as well as several other minor enhancements. Delayed from September 2012 reporting period due to deployment issues.	Allows juvenile court staff to assess juvenile diversion and restitution status within the JCS system, eliminating the need to log onto JIS for accounting data.
✓ JCS – Added a printed version of the Defendant Case History report. Delayed from September 2012 reporting period due to deployment issues.	Permits juvenile departments to provide juvenile case history to probation officers and other officials that do not have direct access to JCS.
✓ ASRA – Completed development of ASRA version 1.03.	Includes user interface enhancements to the web version of the Defendant Case History report to allow users to rollover a code on screen and see the full description of that code. This release also corrects an issue with calculating criminal justice cycles used in assessments.
✓ JCS – Completed development of JCS version 2.49.	Includes code optimization to increase efficiency and reduce user error. Also implements code rollover enhancements to the Defendant Case History screen as described for ASRA version 1.03.
✓ WEB - Application Portfolio for Web.	The transparency of the current inventory of applications and resource consumption is a primary goal. This enables ISD to: 1) identify and eliminate partially and wholly redundant applications, 2) quantify the condition of applications in terms of stability, quality, and maintainability, 3) quantify the business value / impact of applications and the relative importance of each application to the business, 4) allocate resources according to the applications' condition and importance in the context of business priorities.
✓ Java - Development of 4 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.
✓ Java – Further analysis of ITG requests 58/37/79 (Plain Paper Warrants).	Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.
Activities Planned	Business Value
° Legacy – Uninstall VSAM Super File.	Saves maintenance hours, and eliminates duplicate data entry.

◦ Legacy – Correct a bug on the display proceedings screen which does not allow the judge code to display and causes an error when two and three digit codes are used.	Saves time for courts that use the judge code field and the display proceedings screen by no longer requiring they do a manual work around.
◦ Legacy – Updated the CAR screen to allow the entry of the LGA fee to a CT type case if the CT charge has been amended to IT and the violation date is 01/01/2011 or later, otherwise an error message will appear.	Saves court users time by preventing a fatal error that prevented them from accessing the CAR screen, and saves ISD maintenance time by not having to fix the error each time it arises.
◦ DX – VRV On-boarding of Lake Forest Park.	So that LFP municipal court can receive photo-enforcement tickets electronically from LEA.
◦ DX – VRV On-boarding of Puyallup.	So that Puyallup municipal court can receive photo-enforcement tickets electronically from LEA.
◦ ASRA -- Release version 1.03.	Promotes adoption of the system by the courts by improving the user experience, and increasing confidence in the system's reliability.
◦ JCS -- Release version 2.49.	Improves overall behavior of the system and allows for a stronger foundation for future system enhancements.
◦ JCS -- Complete development of version 2.50.	Updates planned will streamline user's ability to quickly begin work once logged in to the system and will improve the user's ability to receive various system status messages from AOC.
◦ ASRA -- Complete development of version 1.04.	Updates planned will streamline user's ability to quickly begin work once logged in to the system. Additional fixes are planned to correct cosmetic issues with the Defendant Case History.
◦ WEB - JIS Course Registration Form. Create an online registration form for JIS Education classes.	Simplifies and streamlines the course registration process making it easier for courts to sign up for JIS Education classes and easier for AOC to keep track of individuals that have signed up.
◦ WEB – Minority and Justice Commission website updates.	This effort will update the existing Minority and Justice Commissions sub-site, providing an updated look and feel, and clearer, more concise information architecture to the Commission's site.
◦ WEB - Temple of Justice Centennial website.	Provides a website for the Temple of Justice Centennial celebration, which highlights the building, its history and the judicial happenings within.
◦ WEB – Law Library Updates.	The Law Library site was last updated in 2004/2005 and they would like to implement some changes on their site to improve the user experience, as well as give it a more modern look and feel.
◦ WEB - Presiding Judges Education Committee site.	Provides a single location for resources, training, and other important information for presiding judges within WA state.
◦ WEB - Guardian Portal.	Provides a single entry point for all Guardian information, which will improve usability and ease of use.
◦ WEB - ITG - 149 Change to Opinions.	The current conversion of Word documents to PDF does not include signing Judges/Justices. Additionally, pagination is often off which causes confusion for those reading the opinions. With the courts taking responsibility for scanning and creating the PDF documents, these issues will be resolved. However, it should be noted, that not all clients will be happy with just a PDF option. The courts of aware of this issue and have opted to move forward knowing there may be complaints.
◦ WEB – Search revisions to improve results on WWW.	Configuration changes intended to improve search results.
◦ WEB - Washington State Aggression Replacement Training (WSART) App.	Courts and Research will be better able to track the progress of juveniles that are required to attend training. The tool will also save the courts time as it will automatically generate rosters and keep probation counselors informed.
◦ WEB - Firearms Reports for DOL.	In order to comply with RCW 9.41.047 the AOC is currently providing commitment information to DOL in PDF format and courts are individually sending DOL paper copies of conviction information based on information obtained from Inside Courts. This project will eliminate the need for the courts to send paper copies.
◦ Java – Further work on 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.

<ul style="list-style-type: none"> ° Java – Analysis and development of ITG requests 58/37/79 (Plain Paper Warrants). 	<p>Allow courts to print warrants on plain paper instead of impact printer forms, thereby lowering cost and increasing ease-of-use.</p>
<ul style="list-style-type: none"> ° Java – Change to the application that sends Case Disposition data to the Washington State Patrol to add a delay so that disposition data arrives after related arrest and fingerprint data. 	<p>Provide data to the Washington State Patrol in a form that does not cause issues with their systems.</p>

Operational Area: Project Management Office & Quality Assurance

C. Kevin Ammons, Interim PMO/QA Manager

Through October 31, 2012

Includes: those items for the Project Management Office and Quality Assurance that are not already covered in other Monthly Project Status Reports.

Description: Project Management Office (PMO) and 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 Quality Control (QC) 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
Project Work without Monthly Project Reports	
✓ None.	
Quality Control	
✓ Adult Static Risk Assessment Builds 6 and 7.	Ensure a successful upgrade of the ASRA application.
✓ CAR Screen Updates.	Ensure a successful upgrade of the JIS CAR screen.
✓ SECTOR Build 1.9.9.13.	Ensure a successful upgrade of the SECTOR application.
✓ JIS VIO Screen.	Ensure a successful upgrade of the JIS VIO screen.
✓ JCS Build 134.	Ensure a successful upgrade of the JCS application.
✓ Release of IT Governance Request 9 Increment.	Ensure successful upgrade of Accounting reports for current phase of ITG #9.



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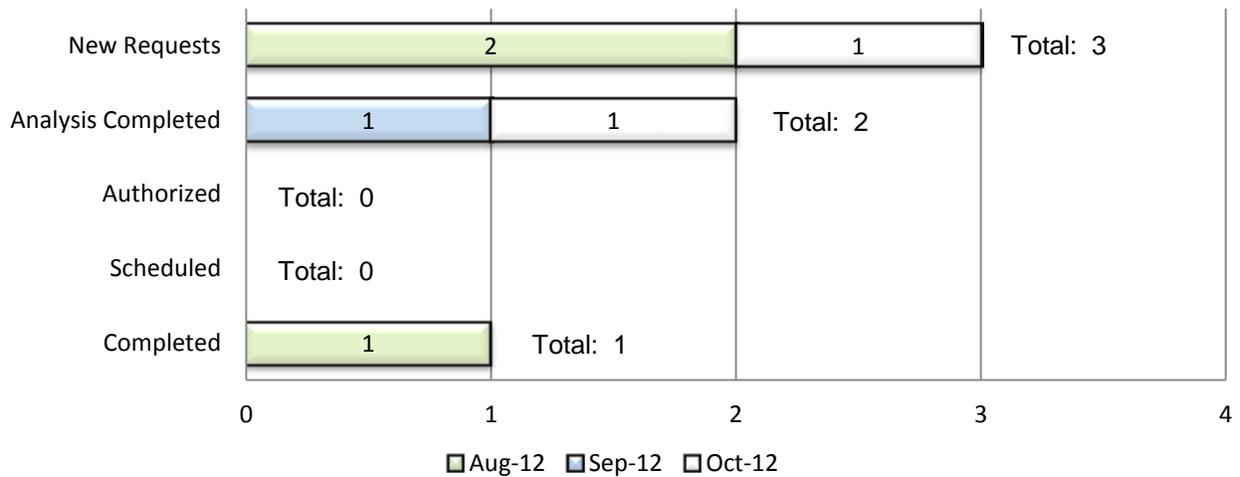
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Completed JIS IT Governance Requests

No requests were completed during the month of October.

Status Charts

Requests Completing Key Milestones



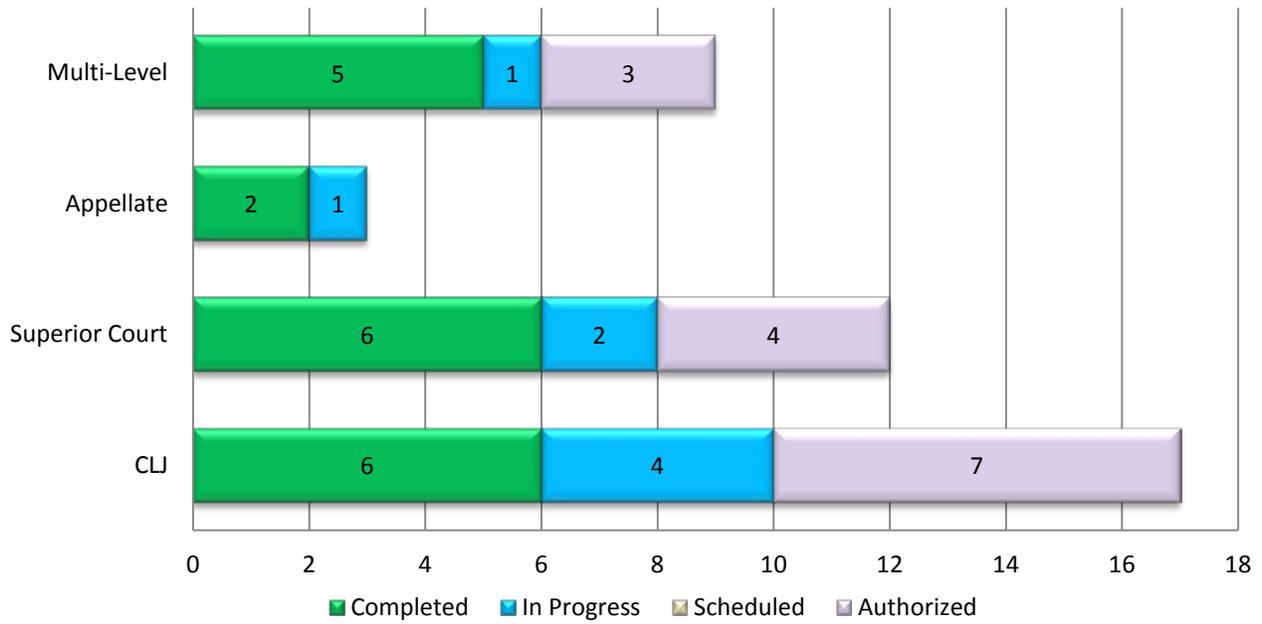
Current Active Requests by:

Endorsing Group			
Court of Appeals Executive Committee	1	District & Municipal Court Management Association	24
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	2	Codes Committee	1
District & Municipal Court Judges Association	4	Administrative Office of the Courts	4

Court Level User Group	
Appellate Court	2
Superior Court	8
Courts of Limited Jurisdiction	20
Multi Court Level	7

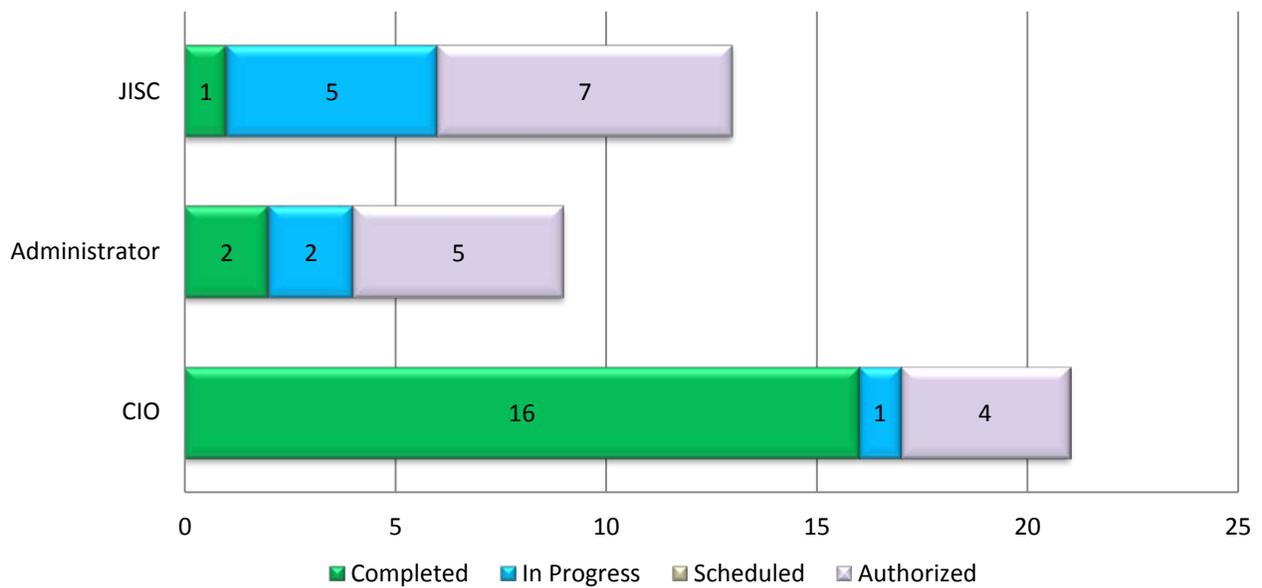
Status of Requests by CLUG

Since ITG Inception



Status of Requests by Authorizing Authority

Since ITG Inception



Priority	ITG #	Request Name	Status	Approving Authority	JISC Importance
1	121	Superior Court Data Exchange	In Progress	JISC	High
2	002	Superior Court Case Management System	In Progress	JISC	High
3	045	Appellate Courts EDMS	In Progress	JISC	High
4	009	Add Accounting Data to the Data Warehouse	In Progress	JISC	High
5	041	CLJ Revised Computer Records Retention and Destruction Process	In Progress	JISC	High
6	027	Expanded Seattle Municipal Court Case Data Transfer	Authorized	JISC	High
7	102	New Case Management System to Replace JIS (DISCIS)	Authorized	JISC	High
8	85	JRS Replacement	Authorized	JISC	High
9	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
10	007	SCOMIS Field for CPG	Authorized	JISC	Medium
11	026 & 031	Prioritize Restitution Recipients and Combine True Name and Aliases for Time Pay	Authorized	JISC	Medium

Appellate CLUG Priorities

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

Superior CLUG Priorities

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	107	PACT Domain 1 Integration	Authorized	Administrator	High
2	070	Access Data from the JIS Payment Monitoring Report	Authorized	Administrator	High
3	085	JRS Replacement	Authorized	JISC	High
4	007	SCOMIS Field for CPG Number	Authorized	JISC	High

Non-Prioritized Requests

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

Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	027	Expanded Seattle Muni Case Data Transfer	Authorized	JISC	High
2	102	New Case Management System to Replace JIS (DISCIS)	Authorized	JISC	High
3	041	CLJ Revised Computer Records Retention and Destruction Process	In Progress	JISC	High
4	058	CLJ Warrant – Print Page	In Progress	CIO	High
5	037	CLJ Warrant – Comment Line	In Progress	Administrator	Medium
6	079	WRO Screen Change under Bail Options	In Progress	Administrator	High
7	032	Batch Enter Attorneys to Multiple Cases	Authorized	CIO	Medium
8	038	Transfer Code for Judgment Field	Authorized	Administrator	Medium
9	068	Full Print on Docket Public View	Authorized	Administrator	Medium
10	026	Prioritize Restitution Recipients	Authorized	JISC	Medium
11	031	Combine True Name & Aliases for Time Pay	Authorized	JISC	Medium
12	036	Docket Entry When Auto Pay Put On Hold	Not Authorized	CIO	Low
13	035	Time Pay Removal Enhancement	Not Authorized	CIO	Low
14	057	Batch Remove Attorneys to Multiple Cases	Not Authorized	CIO	Low

Multi Court Level CLUG Priorities					
Priority	ITG #	Request Name	Status	Approving Authority	CLUG Importance
1	009	Add Accounting Data to the Data Warehouse	In Progress	JISC	High
2	087	Allow JIS Password to be Changed in JABS	Authorized	CIO	Medium
3	116	Display of Charge Title Without Modifier of Attempt	Awaiting Authorization	Administrator	Medium
4	62	Automate Courts DCXT Table Entries	Authorized	JISC	Medium
Non-Prioritized Requests					
N/A	003	Imaging and Viewing of Court Documents	Authorized	Administrator	Not Specified