



WASHINGTON COURTS

ADMINISTRATIVE OFFICE OF THE COURTS

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January 7, 2026

The Honorable June Robinson
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The Honorable Chris Gildon
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The Honorable Travis Couture
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Re: Judicial Information System (JIS) Information Technology Portfolio Report

Dear Senator Robinson, Senator Gildon, Representative Ormsby, Representative
Couture, Ms. Chapman-See, and Mr. Kehoe:

The Administrative Office of the Courts respectfully encloses the report, entitled *AOC
Information Technology Portfolio Report for the 25-27 Biennium*.

This IT Portfolio Report is prepared in compliance with RCW 2.68.060 and describes
our judicial information system, processes, and strategy for the ongoing modernization
of judicial case management, data sharing, and integration technology systems. It also
describes our Information Technology Governance structure and the Judicial

Information System Committee's (JISC) and the court community's priorities for our current and future investments.

If you have any questions regarding this report, please do not hesitate to contact me at 360-705-5236.

Sincerely,



Veronica (Vonnie) Diseth, AOC Director/CIO
Information Services Division

cc: Justice Barbara Madsen, Washington State Supreme Court and Chair of the JISC
Judge John Hart, Whitman County District Court and Vice Chair of the JISC
Dawn Marie Rubio, Washington State Court Administrator
J. Lee Schultz, AOC Associate Director, Judicial and Legislative Relations
C. Kevin Ammons, AOC Associate Director, Information Services Division
Sarah Bannister, Secretary of the Senate
Bernard Dean, Chief Clerk of the House of Representatives
Mandy Apa, Executive Assistant to Senator Robinson
Caylin Jensen, Legislative Assistant to Senator Gildon
Shannon Waechter, Legislative Assistant to Representative Ormsby
Tristan Mospan, Legislative Assistant to Representative Couture



Administrative Office of the Courts

Information Technology Portfolio Report

2025 – 2027 Biennium

Mission:

“Advance the timely, effective, and equitable operation of the Washington Judicial System.”

State of Washington
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Introduction

The Administrative Office of the Courts (AOC) was established by the Washington Legislature in 1957. The AOC has pursued our mission to “advance the timely, effective, and equitable operation of the Washington Judicial System” through numerous programs, initiatives, projects, and functions that serve Washington’s court system.

The Washington judicial system believes in its duty to protect individual rights, be accountable to the Constitutions of the United States and Washington State, and to serve Washingtonians 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.

The AOC has served and supported the Washington State judicial system for 68 years. The needs and demands of the judicial system are continuously evolving, making it critical that the automated computer systems the courts depend upon must also continue to evolve to support the business of the courts. As the legislature enacts new laws and establishes new programs to address the needs of the state, the evolution of the business of the courts encompasses new capabilities, such as therapeutic courts, and new challenges, such as making local data available statewide. The AOC is constantly seeking to upgrade its service offerings to better serve the courts.

The use of information technology (IT) is vital to deliver innovative services for the judicial branch. Budgets at all levels of government are constrained and this leaves the courts of Washington seeking ways to leverage IT assets to achieve higher levels of efficiency within their available funding. In support of the courts’ efforts, the AOC provides a wide variety of IT products and services to the nine justices of the Supreme Court, 22 judges of the Court of Appeals, 207 superior court judges, over 200 judges of district and municipal courts, and the public.

Recognizing the need for modern case management systems in the courts and the increased importance of sharing judicial information among courts at all levels, the AOC Information Services Division (ISD), under direction from the Judicial Information System Committee (JISC), is modernizing its portfolio of case management systems for the appellate courts, superior courts, and district and municipal courts.

Implementation of these statewide systems is a multi-year effort and requires significant on-going investment over the next several biennia. The AOC has modernized some of the systems for the appellate courts and superior courts but continues to make new investments in these systems to enhance their capabilities. In addition, the AOC is now modernizing the case management system used by district and municipal courts. Tacoma Municipal Court became the first court to transition to the new case management system

in October 2023. Since that time, 10 additional courts of limited jurisdiction have also moved to the new system, benefitting from integrated eFiling, case management, document management, supervision and other advanced capabilities. The result of these investments will be systems that more fully support the operations of the courts and provide judicial information that can be shared among the courts.

The courts of Washington employ many tactics to achieve their success. Almost every court in Washington utilizes the AOC-provided applications for their core functions, including reporting key data to justice partners such as the Department of Licensing and the Washington State Patrol. However, the courts also seek efficiencies by using both locally developed and locally procured systems. The local systems present both opportunities and challenges to the courts and the state. The courts can use these local systems to specifically address their local business needs and integrate more closely with their county and city partner agencies. However, the challenges come from needing to integrate these local systems with the AOC-provided applications to provide a statewide view of criminal history, protection orders, outstanding warrants, and other critical data.

The broader technology environment is also undergoing a significant shift as the business models of many major technology companies are shifting from selling products to selling services. Cloud computing and storage, artificial intelligence, and software as a service are being implemented by a broad array of vendors, often replacing on premises versions of the applications that the Washington State courts have used previously. These services do offer an advantage of scalability and reduced upfront implementation costs, but subscriptions costs have been rising significantly. In addition, the AOC will be required to invest in conversion of longstanding technologies to cloud-based platforms replacing them. These services will become a more significant part of the AOC IT Portfolio in the coming years through careful selection of investments.

This IT Portfolio Report describes our judicial information system, processes, and strategy for the ongoing modernization of judicial case management, data sharing, and integration technology systems. It also describes the JISC's and court community's priorities for our current and future IT investments.

Purpose

This report is prepared in accordance with the Revised Code of Washington (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 43.105.341;*
- 2. Participate in the development of an enterprise-based statewide information technology strategy;*
- 3. 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;*
- 4. 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 Washington technology solutions.*

RCW 43.105.341 Information Technology Portfolio

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.

The Use of Enterprise Information Technology Strategies

The Administrative Office of the Courts collaborates with state, county, and city governmental agencies to make the best use of statewide information technology assets and data. This is accomplished through data exchanges with external organizations, use of statewide network infrastructure and applications, and the use of shared IT services. Examples include:

- Use of the State Government Network (SGN) and the Intergovernmental Network (IGN)
- Use of shared IT services for purchasing, contracting, and equipment surplus

- Use of state-wide applications such as the Human Resource Management System (HRMS), Agency Financial Reporting System (AFRS), Budget Development System, Capital Asset Management System, Disbursement Reporting System, Enterprise Budget Reports, Enterprise Financial Reports, Financial Toolbox, Office of Financial Management (OFM) Fiscal Note System, Salary Projection System, Property Disposal Request System, Secure Access Washington, NeoGov Human Resources system, Allotment System, Treasury Management System, Unclaimed Property, Use Tax Filing, and the Version Reporting System.
- Data exchanges with Department of Licensing, Department of Health, Washington State Patrol, Department of Corrections, Washington Technology Solutions (WaTech), Department of Fish and Wildlife, local law enforcement, and others.

The Administrative Office of the Courts also focuses on common strategies and issue resolutions through participation in leadership forums and professional associations such as:

- CIO Forum
- CIO/Chief Information Security Officer (CISO) Forum
- Business Management Council (BMC)
- Technology Management Council (TMC)
- Enterprise Security Governance (ESG)
- Association of County & City Information Systems (ACCIS)
- Information Professional Management Association (IPMA)
- Project Management Institute (PMI) membership
- IT Portfolio Managers Forum

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 of those investments
- Measuring the value of all investments in terms of customer value
- Providing visibility and transparency of IT spending
- Highlighting areas of potential risk.

So that:

- The right IT services are being provided to meet Washington courts' needs
- Funding and staffing are focused on priority outcomes
- Investments are balanced between strategic growth opportunities and operational efficiencies

- Risks are managed proactively.

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 review 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 State. The Supreme Court resides in the Temple of Justice in Olympia, Washington. The Temple of Justice was renovated throughout 2023 and 2024.

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. Additionally, it adopts 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 nondiscretionary 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 (Seattle), with 10 judges for trial court decision reviews cases from the following counties: Island, King, San Juan, Skagit, Snohomish, or Whatcom
- Division II (Tacoma), with 7 judges for trial court decision reviews cases from the following counties: Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Skamania, Thurston, or Wahkiakum
- Division III, (Spokane) with 5 judges for trial court decision reviews cases from the following counties: Adams, Asotin, Benton, Chelan, Columbia, Douglas, Ferry, Franklin, Garfield, Grant, Kittitas, Klickitat, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Walla Walla, Whitman, or Yakima

The Supreme Court and Court of Appeals use the Appellate Courts Records and Data System (ACORDS) and the Enterprise Content Management System (AC-ECMS) applications provided by the AOC as their primary case management systems.

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 the 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. There are 205 superior court judges in Washington. Most superior court proceedings are recorded so a written record is available if a case is appealed. Cases in most superior courts are primarily managed in the AOC’s superior court case management system known as Enterprise Justice, which is provided by Tyler Technologies. Data entry in Enterprise Justice is primarily accomplished by the county clerks. The county clerks of King and Pierce counties do not use Enterprise Justice; instead, they use local case management systems and provide data from those systems to the AOC.

Judicial Districts

All superior courts are grouped into single or multi-county judicial districts. There are 32 such districts in Washington state. Counties with large populations usually comprise one district; in less-populated areas, a district may consist of two or three counties. A superior court building is located in each of Washington’s 39 counties, as is the office of each respective county clerk.

Most superior court districts in Washington State 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 and county clerks are located in each county of these districts, superior court administration is consolidated for each district. The multi-county superior court districts are:

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

Juvenile Courts

There are 35 individual jurisdiction juvenile courts in Washington, plus four dual jurisdiction juvenile courts. A juvenile court is a department within the superior court of the county but only deals with certain types of cases. Juvenile courts are established by law to deal with

youth under the age of 18 who commit offenses or who need assistance from the court due to non-offender related petitions.

The multi-jurisdictional juvenile courts are:

- Ferry, Stevens, and Pend Oreille
- Benton and Franklin
- Pacific and Wahkiakum.

County Clerks

County clerks are separately elected executive branch county officials who manage the case records of superior court cases in their counties. Superior court records are permanent records, many of which are accessible to the public and have significant historical value. Clerks manage access to the superior court case records and serve a major customer service role for those accessing the court. County clerks also manage receipt, disbursement, and accounting of all fees, fines, and payments made in superior court cases.

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. Certain cities also have traffic violation bureaus (TVBs).

District Courts, Municipal Courts, and Traffic Violation Bureaus

Washington's district and municipal courts are collectively referred to as Courts of Limited Jurisdiction (CLJs). District courts serve defined territories, both incorporated and unincorporated, within their respective counties. Municipal courts are those created by cities and towns. There are 204 CLJ judges throughout the state.

There are 143 courts in approximately 200 locations, these courts process over two million cases every year. The district and municipal courts collect fines, fees, and assessments that help local and state jurisdictions fund the justice system.

CLJs handle a wide range of cases including criminal cases, infractions, domestic violence protection and anti-harassment cases, lawsuits up to \$100,000, thousands of consumer debt collection matters, and name change petitions. CLJs have authority to order probation supervision for up to five years and to monitor compliance with sentence conditions such as drug and alcohol treatment.

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 and superior courts, municipal courts can issue no-contact orders in conjunction with criminal domestic violence, sexual assault, stalking, and harassment cases. Municipal courts do not have jurisdiction over civil protection order proceedings.

In addition to a municipal court, cities can establish a TVB. TVBs handle traffic violations of municipal ordinances that involve no possible incarceration. The primary purpose of a TVB is to expedite the handling of traffic cases that do not require any judicial involvement. The TVB is under the supervision of the municipal court and the supervising court designates those traffic law violations that a TVB may process.

State Court Administration

The state constitution designates the Chief Justice of the Washington 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 (AOC).

The AOC supports the court system by:

- Operating the suite of statewide court computer systems, collectively known as the Judicial Information 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

“Advance the timely, effective, and equitable operation of the Washington Judicial System.”

Overview

The AOC was established by the legislature in 1957 and operates under the direction and supervision of the state Supreme Court, pursuant to chapter 2.56 of the RCW. As originally enacted, RCW 2.56.030 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:

- **Administrative Services Division** – 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 various Supreme Court commissions, legislative, intergovernmental relations, association, committee, and board support, applied research, court innovation programming and communications, public information, and human resources.
- **Court Services Division** – The Court Services Division (CSD) provides comprehensive professional and technical support to the state’s courts in trial and appellate court services; judicial education; public records and court staff and public customer support.
- **Information Services Division** – The Information Services Division (ISD) provides support to the courts through the procurement, development, implementation, operation, and maintenance of the statewide judicial information system. These systems are used in municipal, district, juvenile,

superior, and appellate courts. Approximately 20,000 users access judicial information, including judges, court staff, county clerk staff, attorneys, law enforcement, state agencies, private sector businesses, and the public. The division also supports numerous web-based applications, web pages, and reports supporting courts, justice partners, and the public.

- **Management Services Division** – The Management Services Division (MSD) provides integrated budget planning, asset management, risk management, data dissemination, accounting, procurement, revenue monitoring and analysis, and contract management services. Guardianship services are also provided by MSD. In addition to providing these services for the AOC, the MSD directly supports the Supreme Court, Court of Appeals, State Law Library, and, to a lesser extent, Office of Civil Legal Aid, and the Office of Public Defense.

Pass-Through Funding – The AOC administers \$62.4 million in the 2025-27 biennium in state funds that passthrough to support work in local courts. Agency staff are involved in developing and awarding monies, contracting, determining distribution formulas and amounts, reviewing and approving program deliverables, auditing contract compliance, and administering salary and benefits for the state’s superior court judges.

Managing pass-through funds and providing technical support to the funded programs is an agency-wide responsibility shared by the Offices of Judicial and Legislative Relations and Court Innovation and the Court Services and Management Services Divisions.

Authorizing Environment

RCWs

- Chapter 2.56 RCW establishes the AOC and the State Court Administrator.
- RCW 2.56.010 creates the AOC and establishes the executive officer.
- RCW 2.56.020 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.
- RCW 2.56.030 outlines the powers and duties of the State Court Administrator.

AOC Budget

The AOC has positions for 425 employees and has a biennial budget of \$275.5 million.

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.”

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 systems.

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 ISD’s decisions and operations:

- 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.

Organization

ISD is organized into several sections, each addressing specific tasks needed to support the overall IT enterprise. These sections are:

- **Policy and Planning** – Headed by the ISD Associate Director, this section is responsible for Cyber Security, staff support for the JISC, IT Governance support, and policy development.
- **Architecture and Strategy** – Establishes the standardized approach to aligning all aspects of the IT applications and infrastructure to achieve the agency’s business goals. Assigns staff to ensure all solutions align with the reference architecture.
- **Web Services** – Develops and supports the applications, data exchanges, and web pages utilized by all stakeholders. Supports courts, Supreme Court Commissions, and other divisions of the AOC through web applications and content management. Provides numerous public-facing services including

opinion publishing, Language Access Reimbursement Program, Hope Card Portal, and Public Case Search.

- **Enterprise Data Services** – Develops and supports data warehouses and data repositories to meet reporting and data exchange requirements. Supports efforts to improve efficiency through data driven initiatives. Staffs effort to identify and correct data quality issues impacting the judicial branch.
- **Applications and Operations** – Develops, maintains, and supports the primary case management systems and applications used by the courts of Washington. Implements projects to enhance the primary case management applications to support emerging business needs.
- **Project Management and Quality Assurance** – Provides management and oversight to high value, high visibility IT projects. Advises on best practices for smaller efforts. Conducts software quality assurance testing on all software developed and implemented by the AOC.
- **Infrastructure** – Operates and maintains the AOC's Data Center, mainframe computers, servers, networks, databases, and other critical infrastructure. Ensures smooth interoperation with WaTech services, and other services used by courts throughout the state.

ISD Budget

The ISD has positions for 170 employees and a biennial operating budget of approximately \$94.5 million.

Governance

Judicial Information System

The Judicial Information System (JIS) is the collective term for the primary information systems provided by the AOC for courts in Washington. The JIS includes primary case management applications and databases, supporting applications, data exchanges, and reports that allow the courts and the AOC to operate effectively. It provides case management automation to appellate, superior, juvenile, and limited jurisdiction courts. Its two-fold purpose is to:

1. Automate and support the daily operations of the courts.
2. Maintain a database of key statewide data from all jurisdictions to support the courts and partner criminal justice agencies.

JIS serves as a statewide data repository for case 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 statewide case information.

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

- Washington State Patrol
- Department of Corrections
- Office of the Secretary of State
- Department of Licensing
- Local law enforcement agencies
- Prosecutors
- Public defenders, the media, attorneys and law firms, and the public.

Funding for JIS is provided through a dedicated fund pursuant to RCW 2.68.020.

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

- Determining which JIS projects will be undertaken and establishing their scope
- Approving budgets and funding requests for the JIS
- Establishing JIS policies, standards, and procedures
- Oversight of JIS projects including:
 - Approving project plans pertaining to phases, major milestones, change requests, and deliverables
 - Establishing project steering committees
 - Monitoring project progress
 - Addressing major project issues.

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

- JISC Executive Committee
- Data Dissemination Committee
- JIS Codes Committee
- Person Business Rules Advisory Committee

JISC Priorities

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

- **Provide Infrastructure** – Supply court communities and the 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.

Information Technology Investment Criteria

The JISC identified high-level criteria to guide decision-making for information technology investment decisions:

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

- **Improve Decision-Making** – Provide business tools to ensure all JIS users (the bench, clerks, administrators and others) are better able to make informed decisions and adhere to authorizing statutes, rules, policies and principles.
- **Advance Performance** – Enable measurable improvements to business processes provided by investments in automation of process and workflow. Qualitative improvements result in enhanced trust and better outcomes in the Judicial process.
- **Quantify Value** – Measure impacts to overall Judicial processes and user communities, by acquiring metrics such as Return on Investment (ROI), Cost Benefit Analysis (CBA), Total Cost of Ownership (TCO), etc.
- **Adherence to JISC Standards** – Established technology and data standards provide a consistent basis for making IT investment decisions and building a high-functioning, robust and cohesive information technology portfolio.

Governance Process

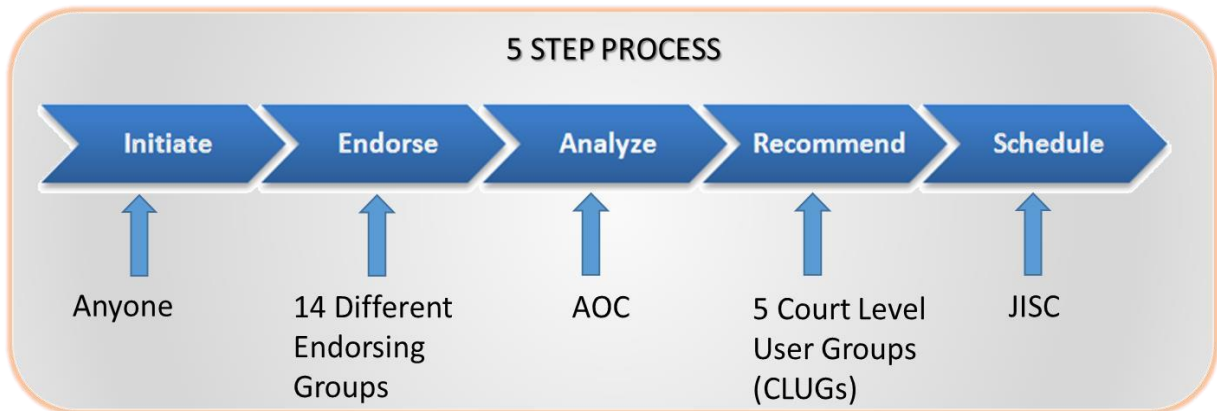
Implemented in 2010, the JISC's Information Technology Governance (ITG) process guides information technology investment decisions from initial concept through final implementation. The process is used to determine the priority of each proposal with respect to all business lines supported by the AOC. With limited budgets and resources, ITG helps the courts ensure that the AOC's ISD resources meet the business needs of the Washington courts and address the most strategically significant investments. There have been more than 400 requests submitted through the ITG process, resulting in 137 investments that were successfully implemented after being prioritized by the JISC. There are 200 requests in the ITG process, with 21 ITG projects active as of November 1, 2025.

The ITG process focuses on involving the court users in the decision-making process from start to finish. Each step is open and inclusive, seeking to build support of larger portions of the court community through each step. The status of IT requests and the decisions related to each request is shared with all court community stakeholders throughout the process. Court communities play a key role 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 ITG Portal, which is 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, and those to whom the JISC has specifically delegated such authority. The JISC has delegated limited authority to the State Court Administrator and ISD Director/CIO for requests that meet specified funding thresholds.

The ITG process consists of the following steps:



1. **Initiate** – The request is initiated by any individual or group with appropriate security credentials and considered initiated when it is submitted for endorsement via the ITG Portal. Organizations and individuals outside of the court system cannot enter their request directly but must instead provide the necessary information for the request to persons with AOC security credentials who are able

to initiate the request for them, ensuring that they include the actual requestor's information on the request.

2. **Endorsement** – The request goes to the appropriate endorsement body for consideration via the ITG Portal. The endorsing body meets and decides to take one of three actions. They endorse the request, which moves it forward to the AOC information technology architects and business experts for analysis; or they return the request to the initiator for more information or clarification; or they decline the request and it will be closed. Any endorsing body can endorse any request assigned to it by a request initiator, but the endorsing bodies usually to limit their endorsements to requests for which they have a thorough understanding.
3. **Analysis** – The AOC's information technology architects, developers, and business experts produce a high-level sizing analysis that includes estimated effort, costs, and duration. The analysis may indicate that the request cannot be accomplished in which case a thorough explanation is provided; or the analysis may identify that the request should be addressed through a business process change rather than via a technology solution. When the analysis is finalized, it is returned to the endorsing group for confirmation that the analysis addresses the request. The decision is communicated via the ITG Portal. This step provides the endorsing body a rough estimate of the costs and duration so they can ensure that the benefit is in line with the expected costs.
4. **Recommendation** – The request moves to one of the Court Level User Groups (CLUG) for consideration via the ITG Portal. Each CLUG is made up of representatives of all stakeholder groups for that court level. This ensures that representatives of all stakeholder groups at the court level impacted by the request participate in the decision that is made. The CLUG has three actions they can take. They can unanimously decide not to recommend and the request is permanently closed, or, if they cannot reach a unanimous recommendation, they can provide pro and con statements and advance the request to the next step; or they can unanimously recommend the request, and prioritize it relative to all of their other active requests and move it to the authorization step.
5. **Authorization** – The request is presented for authorization to the JISC, or under delegated authority to the State Court Administrator or the CIO. If the JISC authorizes a request, they also establish its 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 already in progress or to which the AOC has irreversibly committed resources. Requests authorized by either the Administrator or the CIO are not assigned a priority other than those assigned by the CLUG. The JISC, State Court Administrator, and the CIO can decide not to authorize a request. In this event, the request is returned 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.

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

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, databases, data, servers, networks, personal computers and devices, tools, staffing, and facilities. These assets are maintained through periodic investments.

IT Portfolio at a Glance	
As of November 1, 2025	
Projects	<ul style="list-style-type: none"> • 21 active • 10 planned
Users	<ul style="list-style-type: none"> • Over 19,800 Resource Access Control Facility (RACF) defined JIS application users
Databases	<ul style="list-style-type: none"> • 670 production databases • 50 terabytes of data • Largest database is 8 terabytes
Personal Computers	<ul style="list-style-type: none"> • 1,400 devices • Refreshed on a five-year cycle
Data Center	<ul style="list-style-type: none"> • 3,690 square feet, raised floor, secured, HVAC, fire suppression, generator, and uninterruptible power supply
Virtual Servers	<ul style="list-style-type: none"> • 370
Physical Servers	<ul style="list-style-type: none"> • 30 • Refreshed on a four-year cycle
Online Storage	<ul style="list-style-type: none"> • 850 terabytes total capacity • 500 terabytes currently used
Network	<ul style="list-style-type: none"> • Intergovernmental Network – 524 courts • Virtual Private Network – 45 courts • Local Area Network and Wireless Network – 7 locations
Disaster Recovery	<ul style="list-style-type: none"> • Cold site located out of state • Conducts twice annual disaster recovery exercises • External audit of disaster recovery every three years
Security	<ul style="list-style-type: none"> • Department of Licensing Data Security audit conducted September 2023 and Permissible Use audit conducted in December 2025 • Penetration Testing completed October 2025 • Other biennial audits with the Washington State Patrol, Payment Card Industry, and Federal Bureau of Investigation

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

Court Business Functions and IT Services

ISD provides a range of products and services which support business capabilities in the courts. The following technical support functions are provided centrally by the AOC:

Application

- Applications
- Web sites
- Workflow
- Events
- Business intelligence
- Content management
- Rules
- Messaging

Infrastructure

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

Data

- Data management
- Data integration
- Data warehousing
- Data quality
- Data sharing and dissemination
- Reporting
- Entitlements and policies

Security

- Authentication
- Encryption
- Certificates
- Unified threat management
- Authorization
- Identity management

Infrastructure

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

The AOC server environment consists of two platforms:

- IBM System z/OS servers
- Microsoft Windows servers

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

Judicial Branch Data Center Facilities

The AOC 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 (batteries) 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/OS Server Environment

The IBM System z/OS server environment is host to two physical mainframe servers to support the JIS production workload. One server runs the production JIS applications and the other runs the IBM Db2 (database) subsystem and IBM WebSphere Liberty web application server.

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

Distributed/Virtual Server Environment

The distributed server environment runs on Intel-based servers. All servers are running versions of the operating system that are currently supported by the vendor.

The distributed servers provide:

- Authentication services for AOC, Appellate Courts, Washington State Supreme Court staff, and dependent applications
- Email services to AOC, Appellate Courts, Washington State Supreme Court staff, and dependent applications
- File storage and print services for AOC, Appellate and Washington State Supreme Court staff
- Enterprise Justice application for Superior Courts and Courts of Limited Jurisdiction
- Hyland OnBase application for the Appellate Courts
- Web services for internal users, court users, and the public
- Data warehouse services
- Statewide Enterprise Data Repository (EDR) and web services

- Juvenile and Correction System application
- SQL Server database management system
- Development and test environments for AOC staff

Databases

Enterprise Data Repository (EDR)

The EDR is a collection of statewide standardized data based upon the JIS Data Standards. Non-JIS courts with their own case management system (CMS) are required to send data to the EDR daily to provide a statewide view of court data using the Judicial Access Browser system (JABS) for judicial decision-making. The data in the EDR is also used for other critical functions, including data exchanges with partner agencies, reporting, and data to inform policy decisions.

Data Warehouse

The electronic data warehouse contains twelve 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 IBM Db2 database transactions. The data in the electronic data warehouse is also updated via Informatica on an hourly basis into the new Statewide Data Warehouse database. This allows users to create reports based on statewide data.

Database Servers

Seven production instances of SQL Server support 180 production databases for Internet/extranet, SharePoint, BizTalk, and other applications.

Networks

The AOC network is the primary hub that hosts Judicial Information System applications in Olympia for courts throughout the State of Washington. The AOC network is segmented to control access from the local Olympia network, WaTech State Government Network, Temple of Justice, Court of Appeals (COA), Intergovernmental (IGN) courts, JIS courts, and the Internet.

Local Olympia Network

The AOC owns and operates the network in Olympia that houses various JIS applications. The AOC is connected to WaTech by two 1-Gigabit Ethernet fibers. One connection is direct to WaTech State Government Network (SGN) the other connects to the internet on the Public Government Network (PGN). 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 applications. Access to the AOC is offered through a Virtual Private Network (VPN).

Washington Technology Solutions Network

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

Temple of Justice

The Temple of Justice building houses the Supreme Court. The Temple of Justice network is connected to WaTech by a 1-Gigabit Ethernet fiber. The TOJ connection is directly routed to the AOC data center and sits behind AOC firewalls. The network devices that support the Supreme Court consist of six stacks of switches and 23 wireless access points.

Court of Appeals

There are three divisions of the Washington State Court of Appeals (COA). COA Division 1 is located in Seattle; COA Division 2 is located in Tacoma and COA Division 3 is located in Spokane. All three locations are connected by 1-Gigabit Ethernet fiber optic connection to the internet and connected to AOC data center via Meraki site-to-site VPN connections. Each site has a 100-megabit business class internet connection for redundancy. Each COA division has several switches and wireless access points that are all protected by AOC headquarters firewalls.

Inter-Governmental Network Courts

Those courts that are located in or near their respective county seat in every county (except Wahkiakum) are connected by ethernet services to Washington Technology Solutions (WaTech). WaTech 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 receive a business class internet connection through a network provider (like Comcast) and a VPN appliance at the court. The AOC provides these courts with network equipment.

Internet

The AOC hosts many publicly accessible applications that can be reached via our WaTech Public Government Network through the internet. Access to restricted State Government Network applications can be allowed from use of AOC Client VPN through the internet.

Desktop Computing

ISD provides PC technical support services to the Supreme Court, the Court of Appeals, and the AOC. AOC does not provide desktop computer support for local courts. Services include ordering equipment, configuration and installation, patching, desktop support, and surplus.

There are 1,400 desktop PCs and laptops in inventory. They are refreshed every five years. All devices are purchased by the AOC, not leased. Old equipment is sent to state surplus after data has been erased.

Security

Security policies and procedures are maintained by the IT Security Officer. 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.

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 data center, the AOC has the following measures in place:

- Failover servers running in a cluster mode
 - o If one server fails, the others take over
- Uninterruptible Power Supply and a backup which are capable of providing 45 minutes of backup power
- Diesel generator that provides unlimited power to the AOC data center building

For catastrophic events, the AOC obtained a “Cold Site.” A “Cold 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	Courts operate in extremely degraded mode. They have no access to up-to-date calendars to run courtrooms; cannot update accounting	48 hours




Business Function	Impact of Loss of Service	Recovery Time Objective
production database, applications & essential systems software, and future operational data store.	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.	
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), data warehouse, and Enterprise Data Repository (EDR)	The ODS, data warehouse and EDR are critical sources of information for the courts and the public. Loss of the ODS, data warehouse or the EDR will impact users' ability to operate and make important judicial decisions.	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. As time passes, they will eventually lose the ability to file problem reports.	48 hours
Help desk services	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
Access to JIS for other governmental units	Governmental subscribers lose access to information they need for their businesses. JIS loses revenue.	5 days

Business Function	Impact of Loss of Service	Recovery Time Objective
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 become 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 used for analytical purposes and by data resellers. Given the quarterly cycle for these products, the effects of an outage are limited.	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 – 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 and Digital Services


The AOC provides JIS applications and digital services that are utilized by the courts and county clerks for case management, court administration, decision-making, and reporting. The majority of JIS applications support a single court level and are used by court and clerk staff in the day-to-day operations of the courts. Other JIS components serve as statewide data repositories, which are used by all court levels and authorized users for viewing data and reporting across multiple state and local case management systems. The final category of JIS applications and digital services are the integration components that allow state and local systems to access and update data supporting the interoperability of state and local systems and enhancing the availability of data statewide. These applications and digital services range in age from newly implemented to more than 48 years old. The legacy applications are primarily custom-built in a variety of programming languages that include COBOL, Natural, and Java. The newer components are Commercial-off-the-Shelf (COTS) applications or have been developed on modern technology platforms.

All JIS applications and digital services are categorized by their assessed long-term sustainability. 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 risks using the following indicators:





	Able to sustain current service levels
	Challenging to sustain current service levels
	Difficult to sustain performance at current operational levels

Appellate Court Components




Name	Description	Year Implemented	Long-term Sustainability
Appellate Court Enterprise Content Management System AC-ECMS	Appellate court record and business workflow management system.	2017	

Name	Description	Year Implemented	Long-term Sustainability
Appellate Court Records and Data System ACORDS	Primary case management system used by the Supreme Court and Court of Appeals. Supports case filing, event management, calendaring, and management of opinions.	2003	



Superior Court Components



Name	Description	Year Implemented	Long-term Sustainability
Superior Court Case Management System SC-CMS	SC-CMS is the primary case management system in 37 counties. The system provides superior courts and county clerks the ability to direct the progress of cases, including calendaring and scheduling.	2015	
Enterprise Justice Portal Portal	View-only application allowing court and public users to see superior court data from SC-CMS.	2015	
Juvenile and Corrections System JCS	The referral and detention management system used by juvenile departments. Provides pre-case filing, juvenile sentencing, diversion, and post-adjudication probation support.	2005	
Superior Court Management Information System SCOMIS	The legacy application was the primary docketing system used by the county clerks support of the superior courts. SCOMIS is used by the Pierce County Clerk’s Office to send required data to the AOC’s Enterprise Data Repository. This application is accessed by other courts in view-only mode.	1977	

Courts of Limited Jurisdiction Components



Name	Description	Year Implemented	Long-term Sustainability
Courts of Limited Jurisdiction Case Management System CLJ-CMS	The new case management system for the courts of limited jurisdiction that will replace the District and Municipal Court Information System. As of November 1, 2025, 11 courts have converted to this system.	2023	
District and Municipal Court Information System DISCIS	The primary case management, party management, and accounting system used by district and municipal courts. A version of the DISCIS accounting module supports Pierce County Clerk’s Office.	1988	
Electronic Ticket Processing and Vehicle-Related Violations ETP/VRV	Application used by the courts to process tickets filed electronically.	2007	

Data Repositories, Reporting, and Viewing Components

Name	Description	Year Implemented	Long-term Sustainability
Business Intelligence Tool BIT and Data Warehouse DW	The central judicial data repository and tool used by the courts and the AOC for reporting purposes. Used to fulfill data dissemination requests and for querying and reporting.	2008	
Enterprise Data Repository EDR	Contains statewide judicial data, including data from the AOC case management systems as well as from the locally supported case management systems in certain jurisdictions.	2017	

Name	Description	Year Implemented	Long-term Sustainability
Judicial Access Browser System JABS	Allows users to view case information, criminal history, and offender profiles.	2001	
Protection Order Document Sharing for Judicial Officers Statewide PODS	System created for the sharing of protection order documents as required by RCW 7.105.105 (1)(a). Protection orders from superior courts became available in 2023. Protection orders from certain courts of limited jurisdiction will become available on January 1, 2026.	2023	

Integration Components

Name	Description	Year Implemented	Long-term Sustainability
Application Integration Platform AIP	Platform allowing local court operated third-party applications to send and receive data from the AOC’s primary case management systems.	2025	
Information Networking Hub INH	Data sharing mechanism for all trial court data.	2018	

Auxiliary Applications and Digital Services

These important components support business functions for the courts, criminal justice partners, the public, and the AOC. These applications facilitate a range of business processes and are necessary for the day-to-day operations of the judicial system.

Name	Description
Attorney Notifications	Provides a list of calendared cases for attorneys.
Blake Refund Application	A web-based application that provides court/clerk staff, AOC staff, and the public with the ability to identify, manage, and request refunds related to cases vacated by Washington courts under the Blake decision.

Name	Description
Court of Appeals eFiling	Application that provides trial courts with the ability to upload documents necessary to file a case with the Court of Appeals.
Electronic Filing Manager (EFM) Filing Authorization	The King County Electronic Filing Manager (EFM) receives a request from a potential electronic filer for authorization to file in a Washington court that transmits the request to the Judicial Information System (JIS) for approval or denial.
Event Manager	Application used to manage judicial conferences and the continuing education credits earned by judges. This application is expected to be retired during the 2025 – 2027 biennium.
Firearms Reporting	Application that provides data to the trial courts to identify mental health cases that need to be reported to the NICS and the DOL. This information is being provided by the web group at the AOC.
FreshDesk	A customer relationship management tool for managing and tracking IT-related incidents.
Guardianship	Application that allows a person to apply online to become a guardian and maintain their own account information. It provides the ability for the AOC staff to track the status of certified guardians and their ongoing certification requirements.
Hope Card	Allows individuals with full civil protection orders to request a wallet-sized, durable card containing the information law enforcement needs to verify a protection order.
Inmate eFiling	Enables incarcerated individuals at 18 Washington State Penitentiary System facilities to electronically file documents with the Washington Supreme Court and Court of Appeals.
Inside Courts	Web sites and applications that support AOC staff, court and county clerks staff, and other authorized users.
Interpreter Database	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.
Interpreter Reimbursement, Certification, and Public Website	Web-based applications that allow courts to record daily court interpreter services for reimbursement and provide the ability for the AOC staff to review, edit, and approve/deny these services for reimbursement.
IT Governance Portal	The IT Governance Portal is a web-based application that allows the court community to initiate and track requests to

Name	Description
	enhance court applications as they process through a governance workflow.
JIS-Link	A web-based service through which the AOC allows public access to display-only JIS court information. JIS-Link is offered pursuant to chapter 2.68 RCW and the applicable JISCR.
Judicial Contract Tracking System	Commercial off the Shelf contract management provided by the Docusign product. Replaced the previous, AOC developed Access database application.
Juvenile Risk Assessment Tools	This application provides Juvenile and CLJ assessment tools for pre/post-case adjudication decision-making. It is a third-party application hosted at the AOC.
Learning Management System	Commercial-off-the-Shelf system to deliver training and education. It will also be used to track continuing education credits.
Managed File Transfer (MFT) - WaTech service	A service that provides the ability for courts and the AOC to use the WaTech MFT service.
NEOGOV	Provides workflow automation and support for Human Resources and hiring managers.
Positive Achievement Change Tool (PACT)	An assessment tool used to determine how to influence a youth’s behavior by changing conditions in his or her environment.
Public Case Search	This application provides public access to find cases for a person, court date, or cases assigned to an attorney.
Time for Trial Reporting	A tool that collects the mandatory Time for Trial information for the courts.
Washington Courts (public website)	Website that allows the public to access information about the Washington state judicial system. (www.wa.courts.gov)

Data Exchanges and Reports

The following data exchanges and reports support the interconnections between JIS, state agencies, local courts, public policy entities, and the public. The primary purpose of these components is to ensure data required by each entity is available and updated through all justice partners. Many of these items are required by statute and are vital to keep the broader justice system operating.

Data Exchange or Report	Description
Caseload Reports	Monthly reports used by courts for policy discussions, legislative decisions, and analyses. These include statewide caseloads, time standards, and pending caseloads.
Convicted Felon Reporting	Compiles JIS data for convicted felons and reports the information to the Department of Licensing (DOL) Firearms section. Provides courts a list of cases sent to DOL.
Department of Health (DOH) Probate Estate Filings	The AOC transmits a list of deceased persons whose probate estate cases were filed within the previous month to the DOH Vital Records.
DOL – Failure to Appear (FTA) and Adjudication	The AOC data exchange for FTA and adjudication information with the DOL.
DOL – Firearms	The AOC creates a list of case, person, etc. from the case management systems’ daily transactions and sends out a list of files and messages to the DOL Firearms section daily.
DOL – Parking Hold/Release	The AOC exports JIS case data to the DOL vehicle licensing system.
DOL – Sender Disposition Data	The AOC transmits disposition data to the DOL.
DOL – Vehicle Owner Exchange	The AOC data exchange that exports JIS vehicle identification information to the DOL and imports vehicle owner data from the DOL.
Department of Social and Health Services (DSHS) Mental Competency File Transfer	Provides daily data exchange to DSHS Behavioral Health & Habilitation Administration of cases related to mental competency determinations.
DSHS Office of Fraud and Accountability	A daily extract from the AOC data warehouse transmitted to DSHS that has person information and related case docket records for cases with specific charges related to the DSHS law codes.
Juvenile Offender Reporting	Compiles JIS data for juvenile cases (type 8), when a Notice of Ineligibility to Possess Firearm docket entry is found.
Department of Corrections (DOC) Legal Financial Obligation (LFO) Billing	LFO billing data exchanges with the DOC from Superior Court Case Management System (SC-CMS).

Data Exchange or Report	Description
National Center for Juvenile Justice (NCJJ)	Annual data extract of juvenile-specific data.
Public Indexes	Bulk data for public subscribers.
Superior Court Data Exchange (SCDX)	The SCDX enables real-time exchange of data between the AOC's JIS applications and local superior court systems.
Title 77 Filings and Dispositions to Department of Fish and Wildlife (DFW)	Data export from JIS to the DFW of title 77 filings and dispositions.
Washington State Patrol (WSP) Dispositions	The AOC disposition data transfer to the WSP.
WSP Firearms Query	The AOC provides criminal and offender cases to WSP for firearms inquiries. This is an on-demand query service.
WSP Firearms Query - Contingency	The AOC provides a weekly file to WSP Firearms background check unit for continuity of services during system outages.
WSP SECTOR Law Updates	A bi-weekly data extract that is transmitted to WSP from the AOC data warehouse for new, updated, and/or deleted laws used in the WSP SECTOR application.
Washington State Institute for Public Policy (WSIPP) Extract	The AOC provides quarterly data extract files to WSIPP.
Washington Association of Sheriffs and Police Chiefs (WASPC) Protection Order Notification Data Exchange (Pilot)	Pilot data exchange providing data on key protection order events identified in RCW 7.105.105 to WASPC. The data is used to allow protected parties to receive notifications of key events and reminders of hearings related to the protection order. This is a pilot data exchange only providing data related to cases in Thurston County Superior Court.

Current Investments

Technology investments during the 2025 – 2027 biennium will continue to implement the strategies of modernizing legacy applications, moving toward COTS applications, enabling data exchanges between local and central systems, integrating state and local systems, and improving cybersecurity capabilities. The following investments are planned for the 2025 – 2027 biennium:

Title	FTE	Funding Level and Source
CLJ-CMS	34.5	\$28,676,000 (General Fund)
Continue the implementation of a case management system for the Courts of Limited Jurisdiction. 2023 – 2025 biennium level \$5,217,000.		
Continue Implementation of the Enterprise Integration Platform	3.0	\$2,000,000 (Judicial Stabilization Trust Account)
Continue implementation and support of the Enterprise Integration Platform, supporting the integration of local court calendaring functionality to the AOC's CLJ-CMS. 2023 – 2025 biennium level \$0.		
Continue Data Quality Team Funding	3.0	\$1,000,000 (General Fund)
Continue the data quality program to manage the existing and emerging backlog of issues to improve data quality for the Washington state court system. 2023 – 2025 biennium level \$1,180,000.		
Court Report System Replacement	0.0	\$1,000,000 (Judicial Stabilization Trust Account)
Migrate the Business Intelligence Tool to the cloud-based subscription service in preparation for the discontinuation of the on-premises version of the application. 2023 – 2025 biennium level \$0.		
Internal Equipment Replacement	0.0	\$1,557,000 (General Fund)
Replace end-of-life equipment to improve performance of heavily used JIS services. 2023 – 2025 biennium level \$1,557,000		

Online Court Education	4.0	\$1,346,000 (Judicial Stabilization Trust Account)
Continue expanding the statewide online court education delivery system, available in the WACOURTS Education Portal, for training court staff and judicial officers. 2023 – 2025 biennium level \$1,298,000		
Total Information Tech. Investments	44.5	\$35,579,000

Each of the following significant investments is described in more detail.

- Courts of Limited Jurisdiction Case Management System
- Continue Implementation of the Enterprise Integration Platform

Courts of Limited Jurisdiction Case Management System

Investment Overview

The Courts of Limited Jurisdiction Case Management System (CLJ-CMS) project will enable the AOC to support the business functions of the courts of limited jurisdiction by deploying Tyler Technologies’ Enterprise Justice case management system to the district and municipal courts of Washington. The Enterprise Justice case management system will replace the District and Municipal Court Information System, known as DISCIS, an essential part of the Judicial Information System (JIS). DISCIS is nearing its end-of-life after more than 37 years in service and can no longer easily support the emerging needs of the courts as it pertains to court data and document access, document management, eFiling capabilities, complex financial transactions, and probation and supervision needs.

In addition to Enterprise Justice, three other new products will be implemented as part of this investment. These products are eFile & Serve Portal, Enterprise Supervision, and re:Search. eFile & Serve Portal is an eFiling solution. Enterprise Supervision is used to manage adult probation processes and pretrial services. Re:Search is a software application that provides access to Enterprise Justice case information and documents to registered users. These new applications will allow courts to manage their cases entirely electronically online, freeing up time and resources that are currently at capacity through an intensive and paper-heavy process. The overall system will greatly improve information-sharing between courts. The public, attorneys, the media, as well as partner agencies will reap the benefits.

The CLJ-CMS will be implemented in 143 courts. As of November 1, 2025, 11 courts have transitioned to CLJ-CMS. The remaining 132 courts are planned to implement by the end of calendar year 2027.

Objectives

The CLJ-CMS will provide improved service for the court and probation customers of the AOC in a technically sound, secure, accurate, and cost-effective manner.

The CLJ-CMS will:

- Be flexible, sustainable, and cost-efficient:
 - Provide features that advance the business processes of the courts to the desired future state
 - Be built on a sustainable application architecture and technology platform
 - Be configurable within the bounds of best practices and legal requirements to meet the needs of local jurisdictions
 - Provide the ability to deploy and maintain operations remotely to locations with little or no IT support staff
- Enable and support data access and sharing:
 - Provide secure access to data, documents, and solution functionality based on user role
 - Provide a statewide document management system to enable judicial officers and others with the appropriate permissions to readily view documents from all courts that use the CLJ-CMS
 - Have comprehensive pre-defined and ad hoc reporting capabilities
 - Provide for seamless integration and/or data exchanges between courts and probation solutions
 - Provide for data exchanges with external stakeholder systems
 - Provide the capability to meet record retention requirements, including deletion
- Enable efficient and effective court operations and workflow:
 - Provide a capability for high-volume transaction processing
 - Improve efficiency through paperless methods; encourage the use of paperless/electronically generated or filed documents and data management/storage
 - Provide an electronic filing capability
 - Provide efficient screen navigation during routine court processes
 - Provide for the creation of automated forms
 - Provide workflow capabilities
 - Allow for opportunities to provide self-service functionality to reduce the workload on the courts
 - Provide automated notifications of court or probation appearance dates via a variety of media (e.g., email, text messaging, or phone)
- Address the needs of probation, including providing a probation risk assessment tool with commonly understood definitions and standards

- Provide accessibility from a wide variety of commonly used mobile devices and operating systems (address mobility factors)
- Address the financial requirements of state auditors

Key CLJ-CMS Milestones

Milestone	Timeline
The JISC approves contract negotiated with Tyler Technologies for the implementation of the Enterprise Justice case management system and other closely related products.	✓ August 2020
Project kickoff meeting conducted with key stakeholders from the project steering committee, the AOC, and Tyler Technologies.	✓ October 2020
Gap analysis completed identifying gaps between the current capabilities of the Enterprise Justice product and the needs of the courts. Tyler Technologies begins development works to address the identified gaps.	✓ January 2021
Solution validation completed. Final preparations begin for first implementation of the CLJ-CMS solution.	✓ February 2023
Tacoma Municipal Court becomes the first court to implement the CLJ-CMS solution. The implementation included integration of the CLJ-CMS with the Enterprise Data Repository, allowing authorized access to the court’s data statewide	✓ October 2023
Fircrest-Ruston Municipal Court Go-Live	✓ March 2024
Early Adopter Go-Live (6 district, 3 municipal courts)	✓ October 2024
2026 Event 1 Go-Live (approximately 17 district and 23 municipal courts, 19 probation offices, 1 traffic violation bureau)	May – June 2026
2026 Event 2 Go-Live (approximately 8 district and 21 municipal courts, 13 probation offices, 12 traffic violation bureau)	September – October 2026
2027 Event 1 Go-Live	May – June 2027
2027 Event 2 Go-Live	September – October 2027

Continue Implementation of the Enterprise Integration Platform

Investment Overview

The courts of Washington have numerous locally procured or developed information technology systems that they use to increase the effectiveness of their operations. The usefulness of these local systems can be enhanced if they are able to integrate with the AOC's court case management systems. At the same time, costs of supporting various court business needs have steadily increased over the years as data must be exchanged between systems to support existing and new operational requirements. For the system to work seamlessly, the AOC must create integrations between these AOC applications, executive branch agency systems, and other software solutions individual courts are adopting to meet their unique needs.

In the 2023 – 2025 biennium, the AOC implemented the Enterprise Integration Platform, encompassing the tools and services required to manage integration of local systems with AOC provided case management systems. In addition, the first portion of the External Application Programming Interface (API) was developed, encompassing calendaring functionality supporting courts of limited jurisdiction. The AOC is now supporting the integration of the first local calendaring system via the Enterprise Integration Platform. The AOC will continue to develop the API during the 2025 – 2027 biennium, adding additional functionality. The new functionality will require a much-reduced cost and faster development for the AOC. This investment also supports jurisdictions integrating their authorized local systems with the AOC-provided court case management systems.

Objectives

This investment will achieve the following during the 2025 - 2027 biennium:

- Support implementation of the integration of the pilot calendaring application with CLJ-CMS
- Expand the API to include new functionality with authorized systems, including:
 - Document Data: Access and update documents to support court case workflow.
 - Calendar Data: The schedules for assignments of additional resources, such as interpreters.
 - Accounting Data: The list of account receivable charges and their details for a given party. Also, the ability to create, read, update and void payment information for a given party.

Key Integration Platform Milestones

Milestone	Timeline
Enterprise Integration Platform implemented	✓ June 2025
API Calendaring Functionality	✓ August 2020
Support pilot integration of OCourt calendaring system with CLJ-CMS	April 2026
Pilot Integration calendaring Go-Live (CLJ-CMS Event 1)	May – June 2026
Second calendaring Go-Live (CLJCMS Event 2)	September – October 2026

Future Investments

Technology investments that are being considered for possible implementation are tracked using the AOC’s IT Governance process. The requests summarized in the following table have all been fully considered under the process and are available to become active projects when resources become available.

IT Governance Request #	Investment	Description / Business Value
269	Franklin County Request to Install Odyssey Clerk Edition	Odyssey Clerk Edition is a software product that allows the clerks in courts using the Odyssey case management system to access and enter critical data in the courtroom. This request will install the product in Franklin County.
275	Superior Court Case Management System to the Enterprise Data Repository	Integrate the Superior Court Case Management System with the Enterprise Data Repository. This will allow statewide data to be sent to the statewide repository automatically, supporting judicial decision-making and policy requirements.
1320	Public Case Search Modernization	Improve the functionality of the current Public Case Search by modernizing the web site and drawing all data from the Enterprise Data Repository.
1326	Online Interpreter Scheduling	Provide a statewide system allowing courts to schedule interpreters for court proceedings.
1353	Build New Supreme Court Case Document Web Page	Reorganize the Supreme Court case document web pages into a single page, providing access to all documents available for a specific case, as well as video of oral arguments and other related materials.
1355	Replace Appellate Court Case Management System and eFiling Systems	Replace the existing case management and separate eFiling systems with a modern, integrated solution.
1357	Guardianship Monitoring and	Provide a technology solution to track and monitor guardianship cases, conduct reviews, provide

IT Governance Request #	Investment	Description / Business Value
	Tracking System	reporting for judges, and allow courts to more effectively manage guardianship cases.
1372	Exhibit Management Software	Implement exhibit management software for all court levels in Washington to provide more efficient management of all exhibits, including electronic files.
1373	Replace the Juvenile and Corrections System	Implement a replacement for the aging system that supports the superior courts' juvenile departments. Include functionality supporting probation.
1395	Pierce County Superior Court to EDR Integration	Integrate the Pierce County case management system with the Enterprise Data Repository. This will allow all statewide data to be sent to the statewide repository automatically, supporting judicial decision-making and policy requirements.