



Stakeholder Meeting Minutes

November 17, 2023

Call to Order: The meeting convened at 10 a.m. with the following participants:

Holly Kessler
Isabel A. M. Cole
Jack S. Eng
Brian Watkins
Kylee Redman
Anita Booker-Hay
Bob Liston

John Hanson Jr.
Knowrasa Patrick
Jane Dale
Katherine Mason
Debra Hatzialexiou
Sarah Kortokrax
Ryan Miller

Lonnie Ladenburg
Lionel Greaves IV
Jason Dickey-North
Bob Battles
Chris Bishop

IT Update: Mr. Hanson reported on recent BIIA IT issues.

- On September 15, online confirmation emails weren't being sent. We discovered an expired security certificate; once we renewed it, online confirmations were sent as normal.
- In October, Microsoft sent a patch update. Our electronic file was built with Internet Explorer, so our efile requires that we run Microsoft Edge with IE compatibility mode. Microsoft's patch broke our internal access to our efile; external filings were not affected. Microsoft released a patch 10 days later that restored most functionality. We then discovered that we did not have a universal rule on all agency computers to always run in IE compatibility mode. We have fixed that and all operations have returned to normal. Note that this is the case management system we are replacing—the Request for Proposal was posted November 9.

Business Member Update: Mr. Eng provided an update on the business member position. He was interested in serving a couple more years, but could not commit to a six-year term. After he had previously announced his retirement after his term ends in June 2023, he realized he should have advised Business of his interest in serving a couple more years, which he subsequently did. The law provides that the current member continues to serve until a new member is appointed by the Governor. Mr. Eng will continue as the business board member until a replacement is appointed.

Judicial Survey: Ms. Kessler reported that our plan is to launch a judicial survey in December. Ms. Booker-Hay offered kudos to Lionel Greaves IV, who has been very helpful in providing updated contact information for the AAGs and paralegals.

Stakeholder Q&A:

- Ms. Mason: what is the best way to contact you if we start noticing efile issues?
 - You can contact our help desk at ISHelpDesk@biia.wa.gov
- Mr. Greaves: is there any way the BIIA can push out to your judges a list of holidays for their use in scheduling?
 - Suggest Outlook's "add holidays" feature.
- Mr. Greaves' team offered kudos to Gabriel Lyengard, Jose Bautista, Juanita Sandifer, Shyanna McEachern, Carla Helland, and Brandy Cruz. They are all are so responsive and so helpful. Great partners to work with.
- Ms. Mason: yes, it feels different and welcome. We are very reliably getting info to judges and them back to us. It feels more like a partnership and more collaborative than ever.
- Mr. Miller: I echo that sentiment, particularly on the CRSA side. Recently I have seen some decisions that are impressive, picking up on some nuanced issues. The D&Os seem to be moving super smoothly, and the commentary is impressive.
- Mr. Bishop: I want to acknowledge judges for working with parties to let them appear from wherever they are comfortable.

Next meeting: We proposed February 23, 2024, at 10 a.m. Please email jay.raish@biia.wa.gov if you have conflicts.

Adjournment: The meeting was adjourned at 10:30 a.m.

Respectfully submitted,

/s/

Jay Raish,
Confidential Secretary