



# **Commission on Technology Presentation**

## ***Tempe***

# ***Case Management System Development***

November 3, 2006

## **Tempe Municipal Court: Case Management System Development Team**

### Project Manager

Rick Rager, Deputy Court Manager/Automation Manager, Tempe Municipal Court

### Lead Analyst :

Harvey Lowe, AOC

### Business Analysts:

Amy Drew, AOC (funded by State JCEF Grant)

Dan Dodge (contract)

### Programmers:

Danny Pugh, Lead Programmer, Tempe Municipal Court (contract – funded by TMC)

Ginger Hastings, VB.NET Programmer, Tempe Municipal Court (contract-funded by TMC)

Lucky Kanwal, VB.NET Programmer, AOC (TMC funding from Local JCEF Grant)

Quentin Morris, VB.NET Programmer, Tempe Municipal Court (contract – funded by TMC)

### Quality Assurance Testing:

Barbara Todd, AOC

### System Architecture:

William Earl, Chief Architect, AOC

### Database Development:

Merrill Nelson, Database Administrator, AOC

### Project Planner:

Charlotte Myers, AOC (joint funding between AOC and TMC Local JCEF Grant)

### Subject Matter Experts:

Alexis Allen, Supervisor, Tempe Municipal Court

Tom Brady, Court Manager, Tempe Municipal Court

Jennifer Dubois, Supervisor, Tempe Municipal Court

Jacque Frusetta, Supervisor, Tempe Municipal Court

MaryAnne Majestic, Judge, Tempe Municipal Court

Christy Slover, Supervisor, Tempe Municipal Court

Mark Stodola, Deputy Court Manager, Tempe Municipal Court

Jeanette Wiesenhofer, Supervisor, Tempe Municipal Court

### City of Tempe IT- Data Migration Project

Craig Erwin, Senior Programmer, Tempe Information Technology

Bill Strout, Tempe Information Technology

Ray Arambarri, Data Migration Specialist (funding split by Tempe IT Department and TMC)

### Project Steering Committee:

Louraine Arkfeld, Presiding Judge, Tempe Municipal Court

Karl Heckart, Chief Information Officer, AOC

Rick Rager, Deputy Court Manager/Automation Manager, Tempe Municipal Court

Ron Smith, Application Services Supervisor, Tempe Information Technology

# Tempe Case Management System Development Timeline

- February 17, 2004      Tempe Municipal Court staff demonstrates current case management system to various members of the court community. Based on written feedback of those participants, most viewed the system as being highly functional, efficient, and having strong case and financial management capabilities.
- January 2004 – May 2004      Tempe Municipal Court staff consider options for existing case management system, given that Hewlett Packard has previously announced it will end support of the HP e 3000 server, which is the application's platform. Under consideration is a system migration of the operating language (COBOL) into a .NET environment.
- March 18, 2004      The Arizona Supreme Court adopts the *Arizona Judicial Branch Enterprise Standards*. These standards do not include COBOL as a preferred language.
- March 24, 2004      Concept of combining Tempe Municipal Court's case and financial management system into one database (SQL), using Visual Basic.NET operating on Windows 2003 servers is presented to the Court Automation Coordinating Committee (CACC). The plan conforms to *Arizona Judicial Branch Enterprise Standards*. CACC endorses project concept at that time.
- NOTE: Commission on Technology (COT) and Administrative Office of the Courts (AOC) require permission to develop any new systems.
- May 26, 2004      Harvey Lowe arrives at Tempe Municipal Court to document system requirements and assess functionality of existing case management system.
- July 16, 2004      Tempe Municipal Court, as required, submits *Judicial Project Investment Justification* to COT. This document includes project description and plan, risk assessment, and cost projections.

August 2, 2004 The Commission on Technology authorizes Tempe's *Judicial Project Investment Justification* and approves its entire \$250,000 allocation for limited jurisdiction case management development to the CMS project. The allocation of State Judicial Collection Enhancement Funds (JCEF) is intended to offset some programming costs and resource costs that would be incurred by Tempe.

October 21, 2004 The City of Tempe, and by extension the Tempe Municipal Court, enters into an *Intergovernmental Agreement* with the Administrative Office of the Courts to allow for joint-development of a case management system based upon Tempe Municipal Court requirements.

November 4, 2004 Project "Kick-Off." Attendance includes Tempe Municipal Court staff, City IT, and AOC representatives.

December 20, 2004 Amy Somma, an AOC employee funded by State JCEF project monies, joins the project team to provide additional analysis.

February 3, 2005 Tempe City Council approves of consultant services to be provided by Visible Systems, Inc. Programming includes use of Visible Developer, a code generator.

February 28, 2005 Visible Systems programmer (s) arrives in Tempe to begin work on ATTC entry. Complaint Entry completed on April 29, 2005.

April 19 & 20, 2005 Tempe Municipal Court staff participate in two internal demonstrations of ATTC entry and provide feedback.

May 2, 2005 VB.NET programmer Quentin Morris, funded by Tempe Municipal Court as contracted position, joins the development team.

May 5, 2005 Demonstration of ATTC entry, user set-up, navigation groups, and data migration tool for Tempe Municipal Court staff and representatives from court community throughout the state.

May 9, 2005 AOC programmer Lucky Kanwal joins the development team. TMC funds begins funding salary for two fiscal years using Local JCEF Grant.

May 10, 2005	AOC employee Barbara Todd joins project team and is responsible for Quality Assurance Testing.
July 11, 2005	Case Conversion/Migration tool built and used to migrate over 20,000 party records into the development application.
August 18, 2005	Delivery of Case/Party Search functionality and internal demonstration to development team, including Subject Matter Experts. Final Quality Assurance testing completed September 29, 2005.
September 6, 2005	VB.NET programmer Ginger Hastings, funded by Tempe Municipal Court as contracted position, joins the development team.
September 9, 2005	The COT authorizes an additional \$250,000 allocation for the Tempe CMS Development Project, with funding based upon meeting various milestones (\$200,000 received to date).
September 26, 2005	Completion of Party Maintenance functionality.
October 26 & 27, 2005	Internal review/feedback by Tempe Municipal Court staff of completed Search and Inquiry and Party Maintenance functionality and Sentencing Design. Sentencing Design presentation includes intended features and screen mock-ups.
October 27, 2005	Completion of Forms Service using Notice as prototype.
December 14, 2005	Successfully migrate 23,000 party records including 189 "business-party" records, which further tests migration protocols.
January 10, 2006	AOC Project Planner Charlotte Myers joins the project team. She is a part-time resource with half of her annual salary funded by TMC using Local JCEF Grant.
January 11, 2006	Successfully migrate over 60,000 case and party records (including approximately 300 businesses) and violation and disposition codes.
January 23, 2006	Visible Systems staff begins fixed-price bid to develop Post-Submit Logic for Complaint Entry.

February 13, 2006	Financial Obligation data structures and Receivable Types implemented in the database.
February 21, 2006	Completion of Sentencing Module and associated screens.
March 7, 2006	Post-Submit Logic for Complaint Entry completed.
April 6, 2006	Initial migration of approximately 2,600 Violation Codes.
April 19, 2006	Internal demonstration of CMS progress for Tempe Municipal Court Staff.
April 20, 2006	Demonstration using sample DUI case from initial complaint entry through sentencing & disposition for Tempe Municipal Court staff and representatives from court community throughout the state. Demonstration also includes system navigation, party maintenance, case/party search and data migration.
June 15, 2006	Specification of financial services related to creating obligations is completed.
June 26, 2006	Visible Systems begins development on the remaining complaint entry types (Prisoner in Custody, Paper Photo Enforcement, and Paper Animal Complaint) on a fixed-price contract. Project completed August 2006.
October 2, 2006	Dan Dodge joins the project team. His primary work is in Events-Driven Case Processing design and analysis. Secondly, he will work on design and analysis for defendant alert indicators.
October 16, 2006	Ray Arambarri joins the project team to assist Craig Erwin with data migration efforts.
Summer 2007	Anticipated "Go Live" date of Tempe Municipal Court's new Case Management System.

<b>Tempe CMS</b> <b>Stakeholders - L. Arkfeld, K. Heckart</b> <b>Project Manager - R. Rager</b>		<b>General</b> <b>Program</b> <b>Status</b>	<b>Green</b>	<b>Budget</b> <b>End Date</b>	<b>Target</b>	<b>Estimate</b>	
<b>Deliverables</b>	<b>Current</b> <b>Status</b>	<b>% Complete</b>	<b>COT</b> <b>Baseline</b> <b>Delivery</b> <b>Date</b>	<b>CACC</b> <b>Target</b> <b>Delivery</b> <b>Date</b>	<b>Tempe</b> <b>Actual</b> <b>Delivery</b> <b>Date</b>	<b>Comment</b>	
FC04 - Complaint Entry							
Analysis Complete	Green	100%		Mar 06	Mar 06		
Development Complete	Green	95%		Nov 06			
QA Testing Complete		85%		TBD			
FC05 - Party/Case/Complaint Maintenance							
Analysis Complete	Green	70%		Nov 06			
Development Complete	Green	60%		Jan 07			
QA Testing Complete		50%		TBD			
FC06 - Generalized Case/Party Search							
Analysis Complete	Green	100%		Dec 06	Apr 06		
Development Complete	Green	100%		Jan 07	Apr 06		
QA Testing Complete		85%		TBD			
FC07 - Case Processing							
Analysis Complete	Green	50%		Feb 07			
Development Complete	Green	25%		Mar 07			
QA Testing Complete				TBD			
FC08 - Sentencing & Assessment							
Analysis Complete	Green	100%		Aug 06	Aug 06		
Development Complete	Green	90%		Jan 07			
QA Testing Complete				TBD			
FC09 - Compliance							
Analysis Complete	Green	85%		Nov 06			
Development Complete	Green	20%		Jan 07			
QA Testing Complete				TBD			
FC10 E-Dispo MVD							
Analysis Complete							
Development Complete							
QA Testing Complete							
FC10 E-Dispo DPS							
Analysis Complete							
Development Complete							
QA Testing Complete							
FC12 Petition Entry (OP, HI, HI-W)							
AOC Development Complete	Green	95%		Oct 06			
AOC Field Mapping Complete		0%		Nov 06			
Tempe Incorporation of Petition Entry Module		0%		Jan 07			
FC13 Obligations & Time Payment/Compliance Plans							
Analysis Complete	Green	90%		Oct 06			
Development Complete	Green	65%		Nov 06			
QA Testing Complete				TBD			
FC14 Receipting							
Analysis Complete							
Development Complete							
QA Testing Complete							
FC15 Adjustments (Financials)							
Analysis Complete							
Development Complete							
QA Testing Complete							
FC16 Bonds							
Analysis Complete							
Development Complete							
QA Testing Complete							
FC17 Disbursement							
Analysis Complete							
Development Complete							
QA Testing Complete							
FC18 Collections							
Analysis Complete							
Development Complete							
QA Testing Complete							
FC19 ADOR Debt Set Off							
Analysis Complete							
Development Complete							
QA Testing Complete							
FC20 Periodic Reporting - Financials							

Analysis Complete					
Development Complete					
QA Testing Complete					
FC21 Periodic Reporting - Cases					
Analysis Complete					
Development Complete					
QA Testing Complete					
FC23 - Calendaring					
Analysis Complete	Green	90%		Nov 06	
Development Complete	Green	65%		Nov 06	
QA Testing Complete				TBD	
Data Migration/Conversion	Green	40%		May 07	
Integration Testing by FC Including External Data Exchanges				Jul 07	
User Training				Jul 07	
Pre-Production Application Acceptance Testing				Jul 07	
System Implementation				Jul 07	

Changes	Major /Minor	Reason/Impact
CR00-0007 Move ORI and Filing Date approved 10-10-06	Minor	26 resource hrs added, no impact to critical path

Issue	Owner	Impact/Action
Lead QA Tester out on indefinite medical leave	R. Rager/W. Earl	Impact undetermined at this time
Data Migration Specialist new hire behind schedule	B. Strout	Data Migration Specialist hired 10-9-06

Risk	Probability	Status/Impact
N/A		Problem jeopardizing project
		Problem impacting Deliverable
		Problem not yet realized

Additional Information
Dan Dodge (contract) hired 10-2-06 to design & specify event-driven processing and alerts.
On 10-30-06 the Team will begin a functional decomposition of remaining tasks to determine priorities and better ensure Project completion as planned.

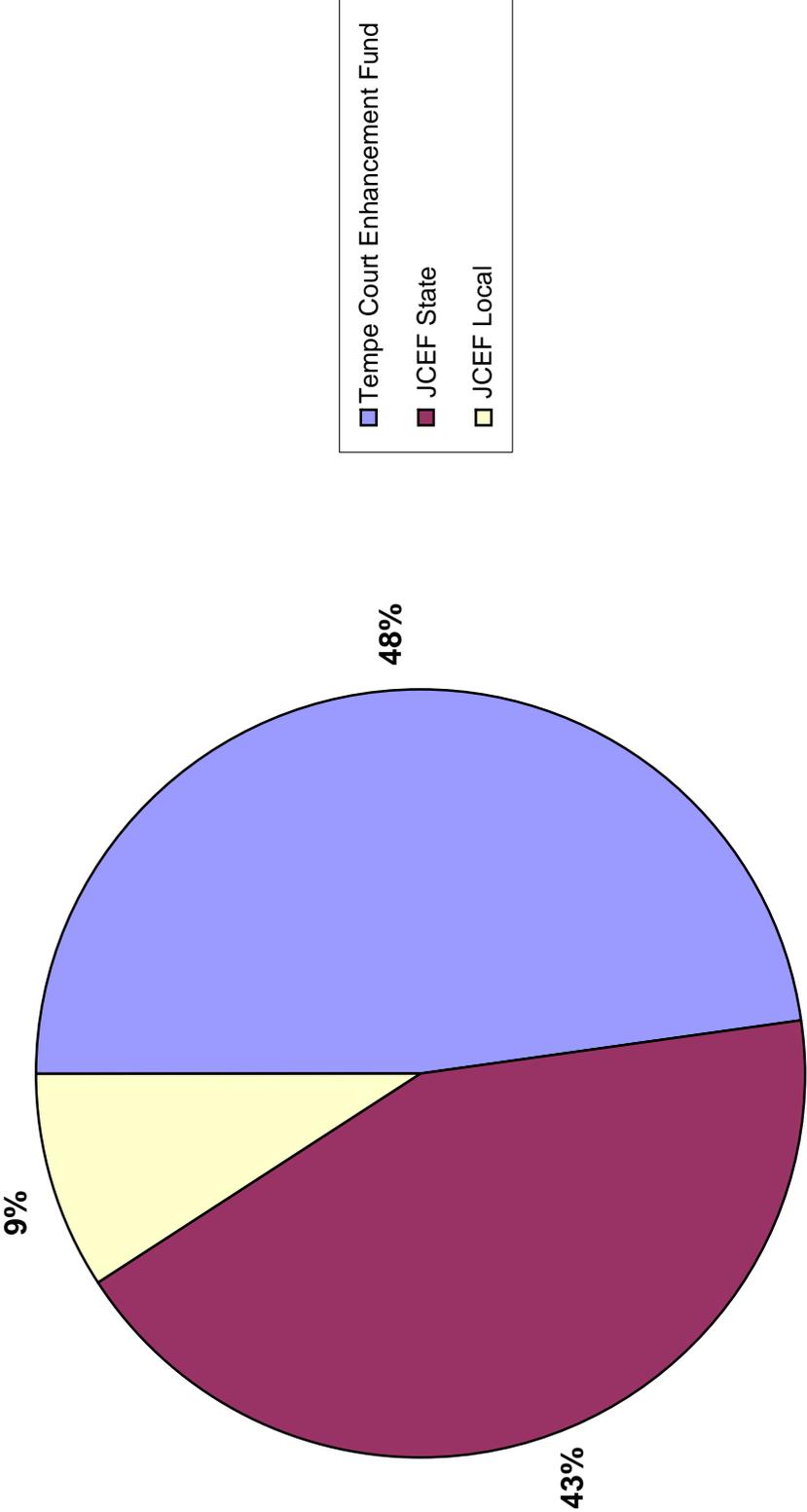
# Tempe Case Management System

Expenditure Summary

October 21, 2004 to October 25, 2006

<b><i>Funding Source</i></b>	<b>AMOUNT</b>
Tempe Court Enhancement Fund	\$ 461,292.55
JCEF State Grant	\$ 415,011.00 (\$153,400 retained by AOC)
JCEF Local Grant	\$ 88,450.00
Tempe Operational Budget	\$ 1,616.76
<b>Grand Total</b>	<b>\$ 966,370.31</b>

# Tempe Case Management System Expenditure by Funding Source



Total Expenditures as October 25, 2006: \$966,340.31