LJCMS Large Volume Court Implementation Strategy: Emphasis Phoenix Municipal Court

Prepared and Submitted By:
AMCAD®
220 Spring Street
Suite 150
Herndon, VA 20170

www.AMCAD.com

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Arizona Large Volume Court Limited Jurisdiction Case Management System (LJCMS) Implementation Strategy Acceptance Signoff.

This Large Volume Court LJCMS Implementation Strategy document is a project deliverable, defined in the terms of the Large Volume Court LJCMS Project Plan and Contract #125745, Appendix A-Work Order.

The undersigned are the representatives authorized to sign this Large Volume Court LJCMS Implementation Strategy document.

Accepted and Agreed To:

AMCAD	**Phoenix Municipal Court**
By: _____	By: _____
(Authorized Signature)	(Authorized Signature)
_____	_____
(Print or Type Name)	(Print or Type Name)
_____	_____
(Title)	(Title)
_____	_____
(Date of Signature)	(Date of Signature)

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PURPOSE

The purpose of this document is to describe in as much detail as possible the strategy with which AmCad recommends that the Large Volume LJCMS (Limited Jurisdiction Case Management System) be implemented. The roles and responsibilities mentioned herein are recommendations and may require service contract negotiations based on the desires of PMC. This document will also serve as the foundation for the PMC Project Plan and Project Schedule deliverables as well as serve as a template for the Large Volume Limited Jurisdiction Courts which include Mesa, Tucson, and Scottsdale Municipal Courts.

Note: The acronym "AJACS" (Arizona Judicial Automated Case System) was created by the Arizona Administrative Office of the Courts (AZ AOC) for the General Jurisdiction (GJ) Courts project. The use of "AJACS" in this document is specific to the GJ project or named documentation created for the AZ AOC, and is not associated with the Large Volume Court LJCMS project.

SECTION 1 - TESTING

Testing performed by PMC (Phoenix Municipal Court) will need to be coordinated with the AZ AOC . This section describes the testing methodology, testing phases, and testing schedule as it currently exists.

1.1 TESTING METHODOLOGY

The AMCAD team recognizes the importance of identifying software defects as early in the software development cycle as possible in order to reduce impact on the overall project schedule and project costs. As a result, AMCAD has established a rigorous testing strategy that will be divided into three phases, Internal Testing (pre-release), User Acceptance Testing (post-release), Data Conversion Testing, and System Configuration Testing. See section 1.3: *Testing Phases* for detailed information regarding the testing phases.

1.1.1 TEST SCOPE

The scope of testing is limited to modifications resulting from the LJ AJACS Internal/External Design Document and items that are specified in the PMC Large Volume LJCMS Internal/External Design Document that will be delivered after the Supplemental GAP/JAD Sessions. However, regression testing will be performed to verify that the components of the software application that were not modified are still functioning properly.

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1.1.2 TEST PLAN

The Test Plan is comprised of groups of test scripts. Test scripts will be used to organize and document the input, output, and expected results for testing purposes. The input will consist of detailed instructions and data to be entered by the tester. The output will include any items that should be expected to result from the input, such as printed documents, files, etc. Expected results will provide a detailed explanation of the anticipated input results. See Appendix B for sample test scripts.

Test scripts will be developed for both Unit Testing and Functional Testing. See Section 1.2: *Testing Methods* for a detailed explanation of the various testing methods.

1.1.3 TRACEABILITY

Traceability is a key component of the software development life cycle. AmCad maintains procedures to ensure that work products can be traced forward and backward to a specific requirement. Test scripts will be developed based on the LJ AJACS Internal/External Design Document and the PMC Large Volume LJCMS Internal/External Design Document, which can be "traced" to individual requirements.

1.1.4 VERIFICATION AND VALIDATION

Before being used in testing, the Test Plan will be reviewed by PMC to determine whether it meets the original set of requirements.

1.1.5 DEFECT TRACKING

For the purpose of this document, a defect is defined as:

- software that fails to perform as intended and/or
- software that yields improper/inappropriate outputs

AmCad will utilize AZ AOC provided Quality Center software in conjunction with the Microsoft® Visual Studio Team System Web Access product (internally) to log and track all individual defects. All testers will follow a standard procedure to enter defects and assign them to the appropriate Developer for resolution, once the defect has been verified. Before a defect is considered resolved, retesting will be performed to verify particular software fixes. The aforementioned programs will also be used to gather metrics throughout the testing process.

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1.1.6 TESTING RESOURCES

During the Internal Testing phase, AmCad will utilize AmCad's Subject Matter Experts (SMEs) and Quality Assurance (QA) resources to perform testing and execute test scripts. Each tester is responsible for entering defects and assigning them to the appropriate Developer for verification and resolution. When a defect is fixed, the same tester is responsible for verifying the fix. SMEs will be available to the QA team and Development staff to answer any questions about business processes and functionality. The PMC and/or the AZ AOC should plan on deploying team members for the User Acceptance Testing. PMC will have the opportunity to review the resumes of the AmCad SME and QA resources once it has been determined which resources will be assigned to this project.

1.2 TESTING METHODS

AMCAD will utilize various testing methods intended to identify defects. The methods are described below.

1.2.1 UNIT TESTING

Unit Testing is completed to verify that the system requirements contained in the LJ AJACS Internal/External Design Document and the PMC Large Volume LJCMS Internal/External Design Document have been met.

1.2.2 FUNCTIONAL TESTING

Functional Testing is intended to verify that basic system functions are working properly. To accomplish this goal, the testing is performed across multiple units or components to verify that the system has met all requirements and that the software performs according to the expectations of daily users. When test scripts for Functional Testing are drafted by AmCad, the PMC Business Process Model (BPM) documents as provided to AmCad by PMC will be strictly applied to ensure that the testing is done in a manner that replicates the daily workflow of the court. Should PMC revise test scripts, AmCad will incorporate the revisions into AmCad's internal test scripts.

1.2.3 REGRESSION TESTING

Regression Testing is performed to verify that all baseline units and components (that are not modified) are functioning properly. Regression testing is encompassed in both Unit and Functional Testing.

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1.3 TESTING PHASES

Testing phases organize the testing cycle in a manner which will identify as many defects as possible prior to releasing the modified software application. AMCAD will conduct the Internal Test phase prior to releasing the software for the User Acceptance Testing phase.

1.3.1 INTERNAL TESTING (PRE-RELEASE)

Internal testing will be performed at AMCAD prior to releasing the modified software application.

1.3.2 USER ACCEPTANCE TESTING (POST-RELEASE)

User Acceptance Testing will be performed after AMCAD has completed Internal Testing and resolved defects that require modification and retesting.

AMCAD's user acceptance approach incorporates initial system validation and regression testing by the AZ AOC and PMC for each phase of User Acceptance Testing.

AZ AOC will provide PMC with access to a Limited Jurisdiction test environment which will likely not have write access, however, it has been requested that AmCad configure a local test environment on the PMC network. AmCad will coordinate with the PMC IT staff to establish a test environment on the PMC network which would likely provide the court with read/write access to the database depending on the nature of the agreement reached with AmCad.

With AMCAD's assistance, the AZ AOC and PMC will have a set amount of time to conduct a mutually agreed upon agenda of User Acceptance Testing. As for the defect correction process, AMCAD will promptly address any test script failures cited by the AZ AOC or PMC and will provide both entities with an updated software version for re-testing in a timely fashion.

The AZ AOC will sign-off on the Memorandum of Acceptance document when all agreed upon test scripts have been satisfactorily completed for each user acceptance component. AmCad may request that the AZ AOC sign-off on certain user acceptance components such as the Current & Legacy Data Conversion track prior to final user acceptance.

A set of test scripts have already been established for baseline functionality. AmCad updates these test scripts on regular basis with each release. Therefore, any new functionality developed specifically for PMC would be accompanied by corresponding test scripts. The PMC will be responsible for any advanced business

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process test script enhancements (provided that there is agreement between both parties that test script changes are consistent with the established requirements) and AmCad will incorporate these changes into our internal QA process.

The dynamic between the AZ AOC and PMC with regards to ownership of the system is one that may need further discussion between all parties. However, it has been AmCad's understanding that the baseline LJCMS systems design as a replacement for LJ ACAP courts will be approved by the AZ AOC. Any specific functionality identified during the Supplemental GAP/JAD Sessions and developed exclusively for PMC and the other large volume Municipal courts would be subject to PMC/AZ AOC approval.

It is expected that some recorded defects may not be resolved by the end of the UAT process. These recorded defects will be remedied as soon as possible by AmCad but should not impede progress on the project schedule with one exception—bugs classified as "show stoppers." Show stopper bugs can be defined as any system defect which prevents the following activities from being performed:

- Case/Citation Creation
- Receivable Creation
- Scheduling
- Sentencing
- Event Creation
- Receipting
- Disbursement Processing

AmCad is willing to work with the PMC to come to a mutually agreed upon definition of a "show stopper." It is our intention to distinguish between reported items that can be resolved through standard maintenance protocol versus defects that prevent users from performing their vital daily duties or affect data integrity thus jeopardizing the implementation of the system.

The presence of "show stopper" bugs at the completion of the UAT period may result in Memorandum of Acceptance document signing delays as well as project schedule delays depending on the severity of the problem and AmCad's ability to resolve the problem in a timely fashion.

PMC's decision to delay go-live due to "non-show stopper" issues may have contractual financial implications.

If project delays are due to previous AmCad delays, AmCad will adjust the schedule accordingly so as to not plan for resources.

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1.3.3 DATA CONVERSION TESTING

The goals of Data Conversion Testing are to verify the correlation between data in the PMC and the Large Volume LJCMS systems is valid and to ensure that the converted data in the Large Volume LJCMS is functioning properly in the appropriate context. After testing each iteration/batch, AmCad recommends scheduling three conversion "dry runs" which will incorporate a full conversion of the data as of the time of the most recent database backup.

To achieve these goals, AMCAD has divided Data Conversion testing into Pre-Testing and Testing phases.

1.3.3.1 Pre-Testing Activities

The Pre-Testing Activities include the following:

- Prepare test and transition plans
- Prepare test/case scenarios document for complete testing of functionalities
- Prepare conversion test plans for modified batch processes (sets of legacy data that are logically related and converted in iterations i.e. loading case/citation data, loading event data, etc.), reports, forms, etc.
- Prepare acceptance test specifications for unit and integrated testing
- Prepare system test specifications
- Prepare test plans for modified batch processes, reports, forms, etc.
- Prepare test/case scenarios for efficient and accurate business process scenarios

An example of testing is to test the processing of receivables to ensure that other dependencies are in place.

1.3.3.2 Testing Activities

The Testing Activities include the following:

- Unit tests will be performed on small samples of data
- Unit tests will be repeated, if required, with new samples of data which have been cleansed in accordance with previous report data
- Ensure that code deployed to test servers functions according to requirements when tested within the application framework
- System Test or "Dry Run" serves as an examination of the conversion effort on the full database extract
- Dry Run tasks include:
    - Select a number of data records in the legacy system, which allows for testing of all data value

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  - The test plan must include a description of the test processes and the data consistency checks in the target system
- Prepare the target database instance
- Extract the cleansed legacy data
- Transfer the extracted data
- Load the data
- Run the conversion programs
- After data transfer, test all related business processes and compare master data
- The test plan must ensure that data is correct and imported into the target system
- Write up analyses of the Dry Run
- Determine how any newly detected "dirty" data will be fixed
- Identify data reconciliation checkpoints
- Specific data reconciliation checkpoints (i.e., queries/reports) to be used to verify data conversion; Data reconciliation checkpoints, which include verifying queries, will be identified in the unit test plan for each conversion program
- The number of records loaded equals the number of records extracted from the legacy system
- Ensure the data integrity of PMC records (e.g., required fields have a corresponding value, etc.)
- Employ additional aggregate functions (e.g., count, sum, etc) to determine if there are any conversion problems in a particular group of records
- With each data conversion process, AmCad will provide a list of data exceptions and data exception counts to the AZ AOC. PMC table to AmCad table mapping information will be provided in the data conversion script documentation

Note: AmCad will perform the extraction of sample data using AmCad's scripts.

1.3.4 System Configuration Testing

AmCad will perform system configuration testing, however, it is the ultimate responsibility of AZ AOC and PMC to accept the system configuration.

The system configuration referenced in this section refers to front-end set up via the Table Maintenance portion of the application. Therefore, completion of this aspect of configuration is not dependant on application releases. There is audit information for each table row that indentifies the time of last modification and the user that made the change. However, AmCad will construct a schedule for configuration

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acceptance by the PMC. After formal acceptance, further configuration changes can be made by the PMC.

1.3.5 LOCAL INTERFACE TESTING

Given the involvement of third parties in this process, AmCad recommends that the PMC confer with the AZ AOC (who have a great deal of experience in this area) with regard to the best way to coordinate testing of interfaces to external systems.

1.4 TESTING SCHEDULE

The Testing Schedule correlates primarily to the Schedule of Releases (Appendix A).

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SECTION 2 – CHANGE CONTROL MANAGEMENT

PMC's requests for new functionality or customizations to existing functionality will need to be coordinated with the AZ AOC. The Change Control Management processes included in this document are those that were formally established at the beginning of the GJ AJACS project. AmCad is completely open to modifying the formal Change Control process provided that a process of review and formal approval of change orders is followed. AmCad is not opposed at all to a representative from the PMC being added to the Change Control Board, but that is not something within our control and PMC will need to address this directly with the AZ AOC. Note: The term "configuration change" referred to in this section pertains to code changes to the application and not front-end setup that would be completed via the table maintenance portion of the application.

2.1 CHANGE CONTROL PROCESS

Change control addresses the management of the baseline system as developed and agreed upon by AmCad and the AZ AOC and control of subsequent changes to the baseline. Change control includes systematic evaluation, coordination, approval or disapproval of proposed changes and implementation of properly approved/accepted changes.

In order to manage these changes, a Change Control Board (CCB) has been established whose overall responsibility is to ensure that any proposed change to project configuration items (CI) are: a) reported/requested; b) evaluated; c) accepted (or rejected); d) implemented, and e) incorporated.

2.1.1 CHANGE CONTROL BOARD

Membership of the CCB jointly includes three (3) members of the Arizona Administrative Office of the Courts and two (2) members of AmCad. The AZ AOC has appointed the three members representing the judiciary and designated one as the Chair. Members participate in CCB decisions and are responsible for providing the Chair with the information necessary to maintain control of the change process. Business and technical input may be requested from an individual representative of the courts. The composition of the CCB is as follows:

TITLE	MEMBERSHIP ROLE	FUNCTION
AZ AOC Appointed Member	CCB Chairman	Approver, Evaluator
AmCad Project Manager/	Permanent Member	Project Manager

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Director	CCB Secretary	Configuration Manager
AmCad CTO	Permanent Member	Evaluator
AZ AOC Appointed Member	AZ AOC Representative	Evaluator
AZ AOC Appointed Member	AZ AOC Representative	Evaluator

Permanent members participate in CCB decisions and are responsible for providing the Chairman with the information necessary to maintain control of the change.

The role of each of the CCB members is dependent on the functions assigned to that role:

a. Initiator

1) Reports the Change Request in the form of an SPR; (System Problem Report)
2) Identifies issue/enhancement as appropriate;
3) Completes required documentation; and
4) Attends meeting if appropriate.

b. Configuration Manager

1) Records the Change Request;
2) Identifies the Change Request affected;
3) Works with the CCB Chair or designated representative to create an agenda for the meetings.
4) Coordinates the meeting when appropriate;
5) Generates configuration status reports;
6) Records proceedings of the meeting when held;
7) Collects required approval signatures; and
8) Files Configuration Change Control documentation;

c. Evaluators

1) Must possess the knowledge necessary to fully understand implications and impact of changes;
2) Review the Change Request (SPR);
3) Investigate and agree on impact to CIs and/or project;
4) Produce impact analysis report (including design information where appropriate);
5) Recommend actions to be taken; and

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6) Attend meetings when appropriate.

d. Approvers

1) Must have the requisite authority to approve or reject changes;
2) Review the Change Request with impact analysis
3) Attend meetings when held
4) Recommend approval/acceptance (or identify further actions to be taken as appropriate); and
5) Authorize schedule changes and expenditure for implementation.

e. Project Manager

1) Ensures that a cost and schedule proposal is produced and complete when the change is outside the agreed project scope;
2) Presents proposal to AZ AOC where appropriate;
3) Ensures appropriate authority approves/rejects the Change Request
4) Ensures tasks are completed to cost, and on schedule; and
5) Obtains sign off of changed baseline documents under version control, where appropriate.

2.1.2 MEETINGS

The CCB shall convene as required to review configuration issues and/or change matters. All meetings will be scheduled in advance with the consent and coordination of the CCB Chair or designated representative. All change packages requiring action by the CCB should be forwarded to the Configuration Manager (CM - AmCad Project Manager/Director) at least four-(4) business days prior to the next scheduled meeting. The CM shall work with the CCB Chair or designated representative to create an agenda for the meetings.

At the CCB meeting, any previously assigned action items and other agenda issues will be announced. A topic folder residing on the AmCad-AZ AOC web forum will serve as a Change Control Board database and shall be used to document the disposition of problem reports, change requests, and authorized changes. The Chairman's decision and member recommendations, along with any comments, will be recorded into this forum by the CM. The CCB Database Reports is the formal record of the CCB dispositions of approved/accepted changes, and will detail the plan for implementation of approved/accepted changes. The AmCad Program Manager will task the responsible personnel to implement the change and coordinate required documentation changes, change magnetic media, modify/change equipment descriptions to ensure proper change processing and initiate required records, status, and entry by

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CM into the product baseline database. All CCB members shall have at a minimum, read only access to the database and reports. Change packages may be brought before the CCB whenever management review is required. Generally, however, packages will be reviewed in three stages; at the initiation of a "Go/No Go" decision; mid-way through the process for approval, and finally for the issuing of the CCB Change Directive authorizing implementation. The CCB Secretary will consolidate all action items into the CCB Review Summary for meetings.

2.1.3 CCB Manager's Role and Responsibilities

The Arizona Administrate Office of the Courts Project Manager is responsible for the following activities:

a. Review and screen System Problem Reports (SPR) to ensure compliance and with CM requirements.
b. Coordinate the CCB, maintain the official minutes and file of all directives and actions.
c. Provide for efficient and timely processing for the review and evaluation of SPRs, and for the dispersal of CCB approvals/denials to individuals who are affected.
d. Act promptly on SPRs that must be expedited.
e. Follow up CCB action items to ensure that appropriate action is taken.
f. Prepare CCB correspondence as directed by the CCB Chairman.
g. Coordinate and administer the organization's documentation requirements with the interfacing organizations.

2.2 CONFIGURATION STATUS ACCOUNTING

The AmCad Configuration Manager is responsible for configuration status accounting. The CM will record, maintain, and report the information required to manage the configuration, including the status of proposed changes to the configuration, and the implementation date of the approved/accepted changes.

2.2.1 Change Control Board Procedures

As stated previously, CCB meetings will be scheduled and conducted as required. The meeting notice will include the date, time, and place of the meeting, name of person to chair the meeting, and the names of members requested to attend. The meeting notice also will state which participants will be responsible for technical advice on specific agenda items. Outstanding action items and the responsible individuals will be identified. The following list further details the CCB meeting procedures:

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a. At least 30 minutes before the scheduled CCB meeting time, the CM will ensure that the meeting place is open, orderly, and furnished with sufficient chairs for the number of participants; The CM will then greet arriving participants and distribute handouts.

b. During the meeting, the CM will take notes for the minutes, capturing all significant proceedings, especially CCB decisions on each item. Actions items will be recorded, to include person/organization, and date due.

c. The CM will also prepare and distribute CCB meeting minutes within five-(5) working days after the meeting. These minutes will be coordinated with the AmCad Program Manager prior to distribution. The minutes will state:

    1) The date and place of the meeting
    2) Names and organizations of participants
    3) Actions on each agenda item
    4) Other CM topics discussed and action taken
    5) New action items
    6) Status of previous action items
    7) Tentative date, place, and agenda for next meeting

2.2.2 CHANGE PROCESS

A change request may be initiated by any project team member through completion of a SPR form (See Appendix C - Sample Forms & Checklists). The Arizona Judiciary shall have an internal process for review, evaluation and prioritization of change requests. Upon completion of the process, change requests shall be submitted to AmCad for an Engineering Change Proposal (ECP) to provide information relative to the cost, if any, of designing, developing, testing, implementing and training (if required) the change, a technical description of the problem/deficiency, description of the proposed solution, change implementation schedule and impacts to other change requests, the overall timetable and allocated resources. The Arizona Judiciary Steering Committee shall review the ECP and the initial requests for final recommendation to the CCB. Figure 3, *Configuration Change Control Process Flow*, describes the change process as it relates to the activities of the CCB.

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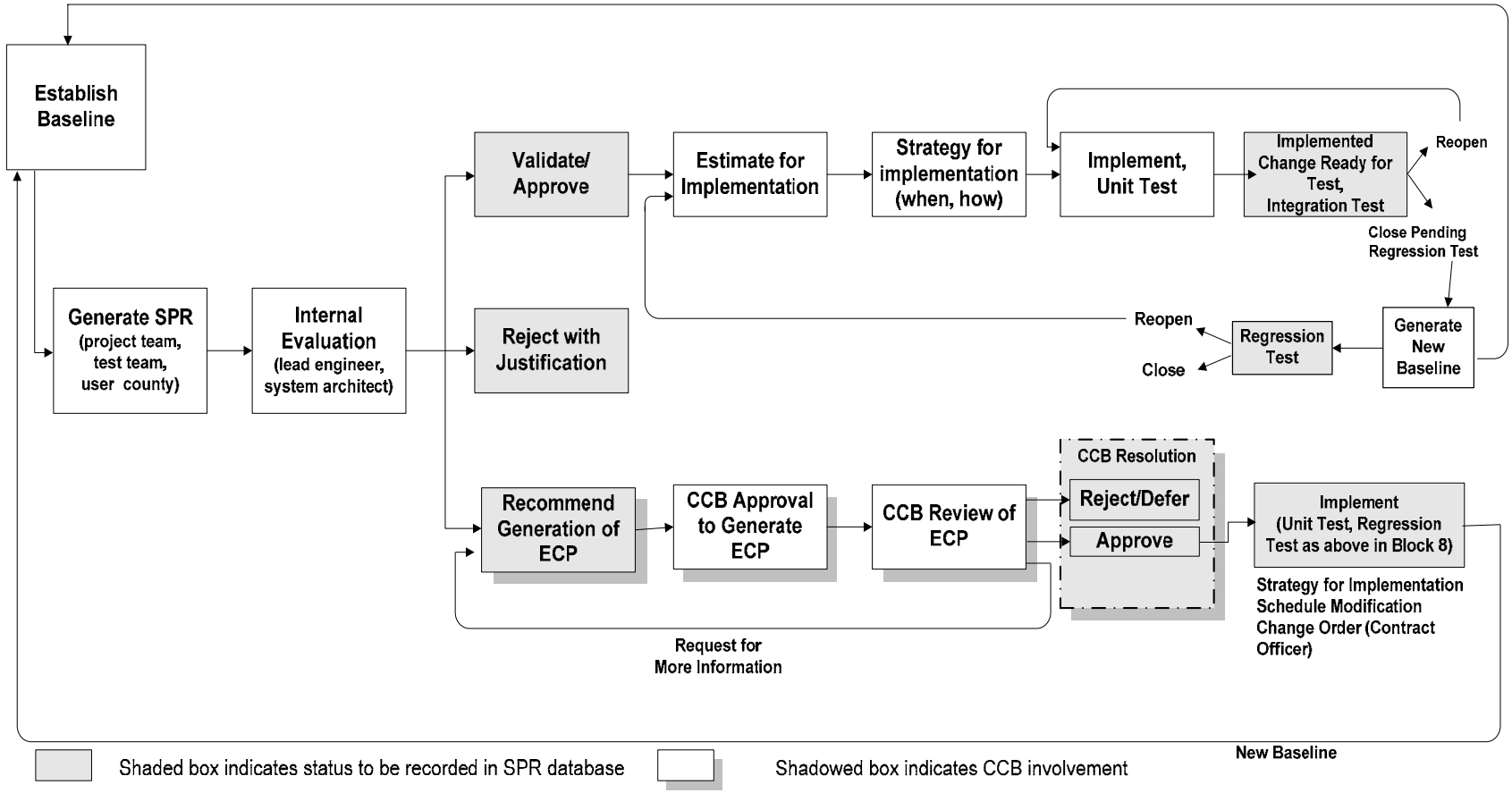

Figure 3. Configuration Change Control Process Flow

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2.2.3 Configuration Change Control Levels

Software change requests are processed according to one of three priority conditions—Standard, Urgent, and Emergency.

Standard Priority—Standard priority is employed for most system enhancements and problem correction requests. This priority does not require accelerated decision-making, but permits a methodical review and evaluation.

Urgent priority—Urgent priority is used when the originator requires a quicker decision. While not as severe as any emergency, urgent priority requests are determined to have a potentially adverse impact on system operations if not resolved.

Emergency Priority—Emergency priority is employed when a malfunction is detected that requires immediate attention. An emergency priority involves an operational component critical to production.

2.2.4 Enter Changes Into The CCB Database

The Configuration Manager ensures that all information related to the change request is collected, verified, and stored in the CCB Database. This process includes the tasks to:

a. Record the Change Request in the Change Request (SPR) Database and allocate the next sequential Change Request number;
b. Provide copies of Change Request materials to evaluators and approvers;
c. Review responses and if all Approvers agree to the proposed change, or agree to reject the proposed change, then record new status in Change Request Database;
d. Generate status update reports when changes are entered.

The Lead Analyst will conduct a similar internal review of the actions prior to presenting them to the CCB, and the status of those recommendations will be provided to the CCB members at the CCB meeting. Change Requests initiated as SPRs are evaluated to determine whether they should be presented to the CCB for consideration and approval/rejection. If an SPR is approved/accepted for migration to ECP status, the process described in the next section is followed.

2.2.5 Initiation of Engineering Change Proposals (ECP)

Once an SPR is received and depending on the complexity of the change, it will go to the CCB for evaluation and review. Based on the evaluation, the CCB

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may decide to have an ECP developed. When an ECP is prepared, the following items are considered:

a. Cost of evaluating the change;
b. Cost of implementing the change;
c. Brief technical description of the problem/deficiency;
d. Statement briefly describing the proposed solution;
e. Schedule to implement the change; and
f. Impacts to other CIs, overall timetable and allocated resources.

2.2.6 Evaluate Changes

The change evaluation consists of the following:

a. Understanding the written technical description of the requested change;
b. Performing an impact analysis and risk assessment; and
c. Performing cost assessment.

The submitted ECP will initially be reviewed / evaluated by the project Lead Analyst and will be classified as an "in scope" or "out of scope" change relative to the approved/accepted contract baseline. The evaluation considers the change type, priority, required manpower, and cost and schedule impact.

2.2.7 CCB Approval / Disapproval of the Change

The CCB is comprised of voting and non-voting members. Voting members are designated by the CCB Chairman, and are substituted depending on their availability for specific meetings. Non-voting members predominately contribute technical information required by the voting members for their decisions.

2.2.8 Issue Notice of Change Status

The notification of the approval/disapproval status of all change requests will be provided to the originator of the change request, and in many cases, to the entire project team.

2.2.9 Reports Preparation

Pending approval and disapproval, changes to configuration items will be recorded and tracked by the AmCad CM while they go through the change approval process. Rejected change requests must remain recorded together with the status "rejected" and an explanation of why they were rejected. Approved/accepted changes must be recorded together with the assessment of the impact of the change, and the current status regarding the implementation

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of the approved/accepted change.

The Configuration Manager is responsible for the generation and distribution of the Review Summary. It will document all actions and decisions of the CCB and consist of the following:

a. Provided status of open items,
b. Formalizing closed items,
c. Prioritizing actions, and
d. Adding new proposals.

The CCB Database Reports will be the formal records of CCB dispositions of approved/accepted changes, and will detail the plan for the implementation of the approved/accepted changes. When completed and issued, the report will be a directive to all affected personnel. This document will be available to the AmCad Program Manager(s) to task the responsible personnel to perform the following tasks:

a. Implement the change and coordinate required documentation changes;
b. Make changes to magnetic media;
c. Modify/change equipment descriptions to ensure proper change processing; and
d. Initiate required records, status, and entry by CM into the product baseline database.

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SECTION 3 - TRAINING

This section will define the training strategy for the Large Volume LJCMS implementation and contains information regarding the training methodology, classes, requirements, logistics, documentation, and database.

3.1 TRAINING METHODOLOGY

3.1.1 TRAIN-THE-TRAINER

PMC has elected to implement a Train-The-Trainer approach which will allow AmCad to deliver detailed application training to selected PMC staff. By partnering with the AMCAD training staff and employing a Train-The-Trainer approach, PMC staff will be better prepared to provide continuous support services to the court post go-live.

3.1.2 ROLE-BASED TRAINING

A role-based approach will be utilized to conduct the training which will enable end users of the Large Volume LJCMS to effectively perform their job duties.

3.1.3 GOALS

The goals are to:

1) Identify those employees who are to receive the Large Volume LJCMS training
2) Effectively train students on the Large Volume LJCMS functionality that pertains to their role/business area
3) Develop PMC resources, through Train-The-Trainer approach, who will become AMCAD Certified Large Volume LJCMS experts and can provide the first line of support and continuous training services to the court

3.2 TRAINING CLASSES

3.2.1 TARGET AUDIENCE

The training audience will consist of three groups made up of approximately 338 full-time and 15 part-time PMC staff and 25 outside agency staff as follows:

- PMC Train-The-Trainer staff to include: a select group of PMC staff that will be responsible for conducting the end user training classes and becoming the Large Volume LJCMS experts

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- PMC End-users including Information and Technology staff, Management, and Administration – PMC Train-The-Trainer staff will be responsible for working with PMC supervisors and/or managers in the selection of employees that will attend end-user training based on end-user's role and job duties
- Outside Agency staff – PMC training staff will conduct Train-The-Trainer sessions with outside agencies that will be utilizing the Large Volume LJCMS.

3.2.2 RESOURCES

A joint training team will be developed and comprised of AmCad trainers, subject matter experts, and technical resources and PMC Business Analysts and selected PMC user group and division lead staff.

- PMC will provide six Business Analysts and 18 other staff members from user groups and divisions leads to conduct training classes. The availability of the 18 staff is limited to one day per week and does not provide the continuity needed for training, therefore, it is recommended these staff provide continuous training or be utilized in another capacity. AmCad will provide one staff member to assist in each end-user class as well as appropriate staff for technical training (SQL, VMware).
- All Training classes will be conducted by a PMC staff member with an AmCad staff member providing assistance. A PMC supervisor or division lead will be in attendance for each class to address non-application related questions such as business process and/or staff concerns. Questions requiring an in-depth answer will be addressed off-line through PMC memorandum or staff meetings.

3.3 TRAINING REQUIREMENTS

AmCad's recommendation is to have all students complete one or more of the following:

- All end-user students will be required to complete a computer literacy needs assessment prior to the start of the Large Volume LJCMS training to ensure that students have basic knowledge in how to operate a computer, use a mouse and be familiar with Windows® based applications. The assessment will be in the form of a questionnaire that will be prepared and administered by PMC staff. Those students needing computer literacy training will complete that training prior to attending the Large Volume LJCMS training classes.
- All end-user students will be required to complete a test or lab exercises at the end of each training session to identify those students that require additional training in that subject matter. AmCad will establish baseline test

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and/or lab exercises, however, given that employee performance will be based on these exams it is AmCad's recommendation that PMC is heavily involved in the finalization and execution of these tests.

- Train-The-Trainer students will be required to attend two weeks of in-depth Large Volume LJCMS training and take an exam. Upon successful completion of classes and exam, students will receive Large Volume LJCMS certification. Estimated number of PMC staff attending these classes is 56 (eight Business Analysts, 18 user group/divisional leads, four Court Division Administrators, one IT PM, and 25 supervisors).
- Upon successful completion of each class and its lab exercises, PMC will award end-users a Certificate of Completion. Students that are not successful will be required to attend additional training so as to successfully complete the lab exercises.
- At the completion of each class students will be required to fill out a Trainer Evaluation (See Appendix D for sample). The evaluation will be prepared by PMC staff and will be used to identify and address those areas that require improvement.

3.4 TRAINING LOGISTICS

3.4.1 FACILITIES

The following are potential locations for training. PMC will make the final determination as to which facilities will be used:

- Adams Street Training Center - Can accommodate 40 – 50 students*
- City Clerk's Office – Can accommodate 20-25 students*
- PMC 9th floor small conference rooms - two rooms, each can accommodate 10-12 students; requires installation of computer equipment
- PMC computer training room – Can accommodate 15 students; has computer equipment
- PMC training room – Can accommodate 20-25 students; requires installation of computer equipment

After the initial discussion of available facilities PMC has indicated their preference is to utilize the on-site facilities within the court building for training, however, the off-site facilities may be used for the General Navigation and/or Kick-Off Overview sessions.

3.4.2 ENVIRONMENT

All training will occur in a "hands-on" classroom setting. PMC will be responsible

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for designating appropriate training facilities to accommodate a maximum of 25 students per training room. The facility environment will be:

- Away from the work environment
- Temperature/light controlled
- Large enough to accommodate students and trainers (no overcrowding)
- Sufficient work space for computers and note taking
- Easily accessible to lavatories

3.4.3 EQUIPMENT

PMC will ensure each classroom will be equipped with the following:

- One trainer computer workstation
- One computer workstation for each student
- Printers (document and label)
- Projection unit and screen
- White board and markers
- General office supplies (i.e. pencils, pens, highlighters, scratch paper)
- Scanners (if active scanning program is implemented)

AmCad is willing to setup a training environment for PMC such as that which is being utilized for the General Jurisdiction training (two isolated wireless network training sets). The following options are available to PMC regarding the acquisition of the hardware necessary to establish the training environment:

- PMC may purchase the hardware directly
- PMC may request from AZ AOC to borrow the training equipment currently being utilized by AZ AOC for the General Jurisdiction court roll-out process
- PMC may contract AmCad to supply the equipment.

Depending on future training needs and the system acceptance process for maintenance releases, it may be cost effective for PMC to own a certain amount of equipment for ongoing usage.

3.5 TRAINING DOCUMENTATION

3.5.1 DELIVERY AND DISTRIBUTION

- AmCad will provide PMC with existing Training Scenarios (end-user documentation used for the GJ courts) as well as the System Administrator Guide, System Setup Guide, System User Guide, and System Documentation Manual. PMC will

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be responsible for distributing documentation to classrooms and/or employees.

3.5.2 DOCUMENT MODIFICATION

- It is agreed that some form of modification to the Training Scenarios may be needed to accommodate the role based training. AmCad and PMC will jointly review and determine the modifications to be made; however, the modification(s) will be limited to cutting and pasting of item(s) from one training scenario to another training scenario. AmCad will assist with completing this type of modification. Any modifications with regard to incorporating business processes into the documentation will be performed by PMC staff.

3.5.3 DOCUMENTATION UPDATES

- When existing LJCMS functionality has been modified AmCad will update the affected documentation and distribute a copy to the courts. When new LJCMS functionality has been implemented AmCad will create new and / or update existing documentation to reflect the new functionality and distribute a copy to the courts.

3.5.4 TRAINING LOGISTICS MATRIX

- AmCad will provide PMC with a Training Logistics Matrix (See Appendix E for sample) to use in identifying those students needing Large Volume LJCMS training and, based on the student's role, which classes they will need to be enrolled in. This Matrix will determine the total number of each class to be held and will aid in determining the training timeline and creation of the training schedule (See Appendix F for sample). The Matrix may need to be modified with regard to the classes offered based on modification of end-user training documentation. PMC will populate the Matrix with student names, branch, title, and training classes required.

3.6 TRAINING DATABASE

- It is recommended that AmCad staff complete the initial code table setup/configuration and PMC indicated a preference for that, (See Appendix I)

- It is strongly recommended that the PMC Trainer of each class ensure they have enough cases that are set up appropriately and entered in the system to demo for that class as well as have cases set up for students to use for the hands-on portion of the class. If desired, AmCad staff can assist with set up of cases for training.

3.7 ASSUMPTIONS / CONSIDERATIONS

- It is recommended that each training session accommodate a maximum of 25 students with the exception of the General Navigation class which will accom-

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modate a maximum of 40 students and is assuming use of the Adams Street Training Center. The maximum of 25 is predicated on having a minimum of one trainer, one assistant, and one supervisor or division lead in the class. The General Navigation class would require a minimum of one trainer and two assistants.

- End users will have the ability to train or use the Large Volume LJCMS training application on their own time outside of their regularly scheduled training sessions when facilities are available. AmCad recommends establishing an area with Large Volume LJCMS training workstations set up that is available for end users to practice on any time. The training database would be populated with converted PMC data which will provide the end users with a more than adequate number of cases to be used to practice with. However, depending on the need, BA's could also ensure sufficient data is present for users to work through lab exercises and training scenarios.
- AmCad technical staff will assist PMC Information Technology Department staff with VMware and SQL setup and informal training (addressing specific PMC questions or scenarios either in person or remotely). Two weeks of formal training (training that is conducted in a classroom environment with a set curriculum) will be provided once the system has been stabilized
- Students are expected to have knowledge in their business area
- Any training activities undertaken as part of the Courts business process re-engineering effort exclusive of the Large Volume LJCMS training will be the responsibility of PMC
- PMC will be solely responsible for any Windows and/or computer literacy training of its staff as well as any scanning training
- Cross training of PMC staff will take place post go-live and will be the responsibility of PMC staff

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SECTION 4 - CONVERSION

This document is used to determine the strategy for meeting the defined conversion requirements. The Data Conversion Strategy Plan is intended to provide a roadmap for performing the conversion of data from the legacy system to the Large Volume LJCMS. The strategy includes the objectives, approach, process, and requirements.

4.1 OBJECTIVES

- Convert the data into the new case management system based on the data conversion plan developed by AmCad in consultation with PMC.
- Identify source data needed to populate the identified target tables/files.
- Identify areas where source data requires cleanup and provide necessary feed back to PMC to help clean up the source data.
- Minimize the number of conversion programs required by identifying common processes and components that can be utilized post implementation. Also, utilize program templates to ensure quality and consistency of conversion programs.
- Establish and adhere to the CMS Project Plan timeline regarding conversion design, construction and integration testing.
- Work with PMC to identify and perform conversion dry runs.
- Communicate with data owners (i.e., data conversion stakeholders) regarding data conversion strategy and status of implementation efforts.
- Convert closed scanned OnBase images (ability to convert images is based on the review of sample images and OnBase index data).

4.2 APPROACH

AmCad will require that the source data should be delivered as a single SQL 2005/2008 database (SQL Staging Database) prior to data conversion analysis. AmCad will guide PMC through the entire data conversion process and will work with PMC to complete the data mapping. Details of the conversion process will be contained in the Data Conversion Plan document. Outlined is the approach that will be used to convert existing legacy data and address automated and manual tasks:

- Define functions and data used in the legacy system
- Define functions and data used in the new system

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- Identify input and output interfaces
- Determine security rights
- Determine data conversion requirements
- Map data from legacy system to the new system
- Perform data clean up
- Ensure integrity of edits and validations in the new system
- Establish and test set-up data and configurations
- Identify data reconciliation checkpoints

4.3 PROCESS OVERVIEW

The Data Conversion team will work on the conversion process based on the following iterations for ACAP courts (however, since PMC data has not been analyzed by AmCad, these iterations may need to change based on the results of a data assessment):

- Case/Citation/Party/Person
- Charges and Sentencing
- Events
- Financials
- Scheduling

Data transfer – data will be extracted from the legacy system, translated, cleansed, and loaded into the target system. Every effort will be made to automate the conversion process, however, in certain instances the use of manual conversion methods may be more practical.

Conversion tools – SSIS (SQL Server Integration Service) will be used to perform data conversion from the SQL staging database into the Large Volume LJCMS database and will be tailored to the PMC staging database.

Reconciliation – the reconciliation process will be used to verify that legacy system data has been accurately and completely loaded into the target system.

Data cleansing - AmCad will be provide the necessary exception reports that will help PMC in Data Cleansing.

4.4 REQUIREMENTS

The following software and hardware requirements are considered a part of the conversion effort: Conversion does not require separate hardware and is listed in this section simply for clarity. The data conversion database can be created on the system acceptance and training server. A separate application release can be made to point to the conversion database for data conversion validation and acceptance. However, at the AZ AOC, current-

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ly, a separate server is used for loading legacy data to the SQL Staging database.

- **Software**

  Legacy Environment (source):

  - JAM 7.01 in-house application

  Large Volume LJCMS Environment (target):

  - Large Volume LJCMS application
  - Infragistics 7.1 (user interface)
  - MS SSRS
  - Microsoft Word 2007 (Required)
  - Microsoft Office 2007 (Recommended)
  - SSIS
  - Microsoft SQL Server 2005/2008 Enterprise Edition
  - Microsoft 2003/2008 Server Enterprise Edition
- **Hardware**

  Legacy Environment (source):

  - Application server: AIX/Informix 5.3 operating system
  - Informix 9.4 database
  - EMC CX4-120c SAN Fabric
  - 4 IBM pSeries p52a servers

  Large Volume LJCMS Environment (target)

  AmCad has recommended the following workstation configuration:

  Dell Optiplex 760

  - Intel Dual Core (2.0gHz or greater)
  - 2GB RAM
  - 80GB hard disk
  - 2-button USB optical mouse
  - 101-key USB keyboard
  - 100\1000 NIC
  - Serial Port
  - 4USB ports
  - 20” LCD monitor at least 1280 x 1024
  - Windows XP SP2/Windows Vista SP1
  - Microsoft Word 2007 (required)
  - Microsoft Office 2007 Recommended
  - Microsoft .NET 2.0

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Peripherals

- Barcode label printer
- Serial cash drawer
- Receipt printer
- Check endorser

Scanners

- High volume
- Mid -volume/flatbed
- Desktop

AmCad has recommended the following server configuration:

Database Server Node-1 (Dell PowerEdge R710)

- Qual Core Xeon 2.0 GHz or higher
- 4GB RAM per CPU i.e. Dual Quad core = 32GB RAM2 x 73 GB SAS hard drives configured with RAID-1
- Dual Gigabit NIC's
- 4GB Fiber Channel Card
- CD/DVD drive
- Windows Server 2003 Enterprise Edition (64 bit)
- MS SQL 2005/2008 Enterprise Edition licensed per CPU
- Microsoft .NET 2.0
- UPS battery backup

Database Server Node-2 (Dell PowerEdge R710)

- Qual Core Xeon 2.0 GHz or higher
- 4GB RAM per CPU i.e. Dual Quad core = 32GB RAM
- 2 x 73 GB SAS hard drives configured with RAID-1
- Dual Gigabit NIC's
- 4GB Fiber Channel Card
- CD/DVD drive
- Windows Server 2003 Enterprise Edition (64 bit)
- MS SQL 2005/2008 Enterprise Edition licensed per CPU
- Microsoft .NET 2.0
- UPS battery backup

Application Server Node-1 (Dell PowerEdge R710)

- Qual Core Xeon 2.0 GHz or higher
- 16GB RAM2 x 73 GB SAS hard drives configured with RAID-1
- Dual Gigabit NIC's
- CD/DVD drive
- Windows Server 2003 Enterprise Edition (32 bit)
- Microsoft .NET 2.0

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- UPS battery backup

Application Server Node-2 (Dell PowerEdge R710)

- Qual Core Xeon 2.0 GHz or higher
- 16GB RAM2 x 73 GB SAS hard drives configured with RAID-1
- Dual Gigabit NIC's
- CD/DVD drive
- Windows Server 2003 Enterprise Edition (32 bit)
- Microsoft .NET 2.0
- UPS battery backup

4.5 TESTING

See Section **1.3.3 Data Conversion Testing** for testing strategy

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SECTION 5 - DEPLOYMENT

5.1 ENVIRONMENTS

The following environments will be created for the Large Volume LJCMS application:

- Test (configuration, conversion, test, and training)
- Production

5.2 TEST ENVIRONMENT

AmCad will need to evaluate the PMC data before an estimate can be provided for the necessary SAN storage space.

Virtual servers can be used in the test environment. Options include VMware ESX which is what AmCad utilizes internally, however, AmCad is open to other solutions.

Recommendations have been made for separate Test, Conversion, and Production server environments. However, it may also be an option to have only two servers with the Test and Conversion databases hosted by the same server. Currently, at the AZ AOC, the third Conversion server is utilized only for hosting the SQL Staging database used for loading data for AmCad to convert into GJ AJACS.

Further discussion about how the PMC envisions collaborative development will be needed for AmCad to offer additional recommendations with regard to bolt-ons, etc.

The baseline AZiCMS application delivered to the AOC in accordance with the AZiCMS Contract Amendment will include a specific level of OnBase integration points. Specifically, the OnBase login credentials are stored within the LJCMS application. Therefore, users of the LJCMS system can view documents stored in the OnBase Image Repository without actually accessing the OnBase application. Further, while scanning documents with either lead sheets or barcodes will remain a viable option, the LJCMS will provide users with the option to "finalize" documents within the application and, as a result, automatically transmit the document to the OnBase repository. We realize that the current OnBase Integration may not satisfy the business process needs of PMC. However, the Supplementary GAP Sessions will provide an excellent opportunity to articulate these concerns. Any requirements are generated from these sessions will be considered system customizations and, therefore, development costs will apply.

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PMC shall provide the following to AmCad in preparation of implementing the test/training environments:

- Computer Names
- Fully Qualified domain Name (FQDN)
- IP addresses, subnet mask and default gateway
- Network Accounts with necessary rights to implement test environment (Recommend Domain Admin)*
- Sufficient rack space in Computer Room for equipment (two-(2) U)
- Access to network printing
- Sufficient SAN Disk Storage (3 SQL instances)

* Local Admin rights are sufficient for AmCad provided the PMC IT staff provides assistance to AmCad when joining to the PMC domain.

AmCad will Implement the test environment to include the following (7-10 days):

- Install hardware
- Install network operating system to include appropriate security patches and service packs
- Install .Net Framework
- Install IIS V 6.0 and allow ASP 2.0
- Install Virus protection
- Conduct hardware testing
- Configure MS SQL
- Configure Application Server
- Configure Report Server
- Configure Desktops – qty. 30*
- Configure Peripherals

*these are desktops that are not currently being used in production. Hardware configuration for Test/Training Environment

AmCad has recommended the following workstation configuration:

Dell Optiplex 760

- Intel Dual Core (2.0gHz or greater)
- 2GB RAM
- 80GB hard disk
- 2-button USB optical mouse
- 101-key USB keyboard
- 100\1000 NIC
- Serial Port

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- 4USB ports
- 20" LCD monitor at least 1280 x 1024
- Windows XP SP2/Windows Vista SP1
- Microsoft Word 2007 (required)
- Microsoft Office 2007 Recommended
- Microsoft .NET 2.0

Peripherals

- Barcode label printer
- Serial cash drawer
- Receipt printer
- Check endorser

Scanners

- High volume
- Mid -volume/flatbed
- Desktop

AmCad has recommended the following server configuration:

Test Server (Dell PowerEdge R710)

- Qual Core Xeon 2.0 GHz or higher
- Minimum of 8GB RAM
- 2 x 73 GB SAS hard drives configured with RAID-1
- Dual Gigabit NIC's
- CD/DVD drive
- Windows Server 2003 Enterprise Edition (32/64 bit)
- MS SQL 2005/2008 Enterprise Edition licensed per CPU
- Microsoft .NET 2.0
- UPS battery backup

Code table configuration – scripts for the statewide configuration will be provided to PMC by AZ AOC so long as PMC does not significantly modify or deviate from the statewide table setup and configuration. However, there are a number of tables (local codes) that will need to be configured by PMC (See Appendix I).

It is strongly recommended that a mock go-live be conducted. This will allow the court a final verification of their business processes and to identify any incorrect system set up / configuration and allow for corrections to be made prior to go-live. It is suggested that Altiris be used to push application packages to the work stations as this is what the AZ AOC utilizes.

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5.3 HARDWARE CONFIGURATION - PRODUCTION ENVIRONMENT

PMC shall provide the following to AmCad in preparation of implementing the production environment:

- Computer Names
- Fully Qualified domain Name (FQDN)
- IP addresses, subnet mask and default gateway
- Network Accounts with necessary rights to implement test environment (Recommend Domain Admin)
- Sufficient rack space in Computer Room for equipment
- Access to network printing
- Sufficient SAN Disk Storage (3 SQL instances)

AmCad will Implement the production environment to include the following (3 days):

- Install hardware
- Install network operating system to include appropriate security patches and service packs
- Install .Net Framework
- Install IIS V 6.0 and allow ASP 2.0
- Install Virus protection
- Conduct hardware testing
- Configure MS SQL
- Configure Application Server
- Configure Report Server
- Configure Peripherals

AmCad has recommended the following workstation configuration:

Dell Optiplex 760

- Intel Dual Core (2.0gHz or greater)
- 2GB RAM
- 80GB hard disk
- 2-button USB optical mouse
- 101-key USB keyboard
- 100\1000 NIC
- Serial Port
- 4USB ports
- 20” LCD monitor at least 1280 x 1024
- Windows XP SP2/Windows Vista SP1
- Microsoft Word 2007 (required)
- Microsoft Office 2007 Recommended

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- Microsoft .NET 2.0

Peripherals

- Barcode label printer
- Serial cash drawer
- Receipt printer
- Check endorser

Scanners

- High volume
- Mid -volume/flatbed
- Desktop

AmCad has recommended the following server configuration:

Database Server Node-1 (Dell PowerEdge R710)

- Qual Core Xeon 2.0 GHz or higher
- 4GB RAM per CPU i.e. Dual Quad core = 32GB RAM2 x 73 GB SAS hard drives configured with RAID-1
- Dual Gigabit NIC's
- 4GB Fiber Channel Card
- CD/DVD drive
- Windows Server 2003 Enterprise Edition (64 bit)
- MS SQL 2005/2008 Enterprise Edition licensed per CPU
- Microsoft .NET 2.0
- UPS battery backup

Database Server Node-2 (Dell PowerEdge R710)

- Qual Core Xeon 2.0 GHz or higher
- 4GB RAM per CPU i.e. Dual Quad core = 32GB RAM
- 2 x 73 GB SAS hard drives configured with RAID-1
- Dual Gigabit NIC's
- 4GB Fiber Channel Card
- CD/DVD drive
- Windows Server 2003 Enterprise Edition (64 bit)
- MS SQL 2005/2008 Enterprise Edition licensed per CPU
- Microsoft .NET 2.0
- UPS battery backup

Application Server Node-1 (Dell PowerEdge R710)

- Qual Core Xeon 2.0 GHz or higher
- 16GB RAM2 x 73 GB SAS hard drives configured with RAID-1
- Dual Gigabit NIC's
- CD/DVD drive
- Windows Server 2003 Enterprise Edition (32 bit)

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- Microsoft .NET 2.0
- UPS battery backup

Application Server Node-2 (Dell PowerEdge R710)

- Qual Core Xeon 2.0 GHz or higher
- 16GB RAM2 x 73 GB SAS hard drives configured with RAID-1
- Dual Gigabit NIC's
- CD/DVD drive
- Windows Server 2003 Enterprise Edition (32 bit)
- Microsoft .NET 2.0
- UPS battery backup

Report Server (Dell PowerEdge R710 or Virtualized)

- Qual Core Xeon 2.0 GHz or higher
- Minimum of 4GB RAM
- 2 x 73 GB SAS hard drives configured with RAID-1
- Dual Gigabit NIC's
- CD/DVD drive
- Windows Server 2003 Enterprise Edition (32 bit)
- Microsoft .NET 2.0
- UPS battery backup

5.4 GO-LIVE SUPPORT

There are two physical locations that will require resources. The first is the main court building located at 300 West Washington Street, Phoenix, AZ and the other is the Jail Court, located at 201 S. 4th Avenue, Phoenix, AZ.

The main building will require resources to cover floors 1 – 7 and floor 9 as follows:

- **Floor 1**: public assistance, payment processing, financial screening (payment contracts), communications (call center), jury assembly center, screen and assessment services,
- **Floor 2**: 7 arraignment courtrooms
- **Floor 3:** File storage
- **Floor 4:** 4 traffic courtrooms, 4 criminal courtrooms
- **Floor 5:** 8 criminal courtrooms
- **Floor 6:** 7 criminal courtrooms, Order of Protection Unit
- **Floor 7:** 8 criminal courtrooms
- **Floor 9:** Administration office

The Jail Court is off-site and contains one courtroom, a bond window and staff area. There are five workstations. PMC felt two resources were required for this site due to physical layout. Jail Court operates seven days per week (excluding holidays) with sessions running

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from 10:00am – 11:30am, and from 4:30pm - 5:30pm. The K-Court has sessions running Monday – Friday from 1:30pm – 3:30pm. The bond window is open seven days per week from 12:00pm – 10:00 pm.

To limit overwhelming the PMC help desk, it was suggested that end users report issues to supervisors who then report to BA's or help desk. Use of a Reporting Issues form was suggested. (See Appendix G for sample).

Support for outside agencies is strictly limited to telephone support by PMC helpdesk. Outside agencies need to appoint one of their staff members to report issues to PMC so as to avoid duplicate reporting of items and overwhelming the PMC helpdesk.

Based on a walk-thru of the main court building with Jim Scorza and Jennifer Gilbertson and their input AmCad strongly recommends the following go-live support resources as follows:

Floor	Section	AmCad	PMC
1	Public Assistance Desk (located in the lobby)*	0	0
1	Cashiers (6-12)	2	2
1	Payment Contracts (9-10)	1	2
1	Call Center (10)	1	1
1	Jury Assembly (3)	0	1
1	Screening & Assessment (2)*	0	0
2	Criminal/Traffic Courtrooms (7 arraignment); Chambers; judicial staff	2	2
3	Records Civil/Criminal*	0	2
4	Criminal / Traffic Courtrooms (3 active civil); Chambers; judicial staff	1	1
5	Criminal Courtrooms (6 active criminal); Chambers; judicial staff	1	2
6	Criminal Courtrooms (5 active criminal); Chambers; judicial staff; Order of Protection Unit	1	2
7	Criminal Courtrooms (6 active criminal); Chambers; judicial staff	1	2
9	Administration (includes financial)	1	2
Off Site	Jail Court	1	1

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*Based on input from Jim Scorza it was determined that these areas do not require a full-time resource and will be covered by floaters. It is possible that the Public Assistance desk may have a workstation with the Large Volume LJCMS.

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SECTION 6 – SERVICE LEVEL AGREEMENT

At this point, there has been no contractual agreement for maintenance on the Large Volume LJCMS project. Therefore, the information contained in this section is entirely speculative. Definition of support protocol needs be agreed upon jointly by the AZ AOC, PMC, and AmCad at a later time.

6.1 LEVELS OF SUPPORT

Level 1 Support covers problems associated with the routine use and operation of the system during the Principle Period of Support, which is defined as 7:00am to 5:00pm Arizona time. Level 1 should first be brought to the attention of local head supervisors before entry into Quality Center. Typically, level 1 issue's are ones that do not affect office operation and do not need to be addressed ASAP, but rather will receive prompt attention and notification from AmCad and AZ AOC support personal upon their submission into Quality Center. Within this group also fall general system clarification issues. AmCad appreciates notification of any software problems, together with complete information concerning the event, as soon as possible after the problem has occurred via Quality Center.

Level 2 Support Issue is defined as any serious problem during the Principle Period of Support, between standard support hours of 7:00am to 5:00pm Arizona time, which has occurred in the system while system components remain operational and office personnel can continue to process their work. If the issue requires person-to-person contact that cannot wait for posting to Quality Center, the head supervisor should directly contact either the AmCad Customer Support Manager or AZ AOC Support Personal. The nature and problem of the direct call should then be logged into Quality Center by a court representative as soon as possible. Availability of support outside the standard support hours may be negotiated.

AmCad will follow-up with the AZ AOC and individual Court within a reasonable timeframe but not exceeding 8 business hours from the receipt of the reported problem for Level 2 Support. If necessary, AmCad shall provide the Court with a way to work around the problem that is acceptable to the Court, until such time as a correction can be reasonably implemented. The AZ AOC and the individual Court is encouraged to escalate the problem to AmCad management, using the escalation procedures outlined below, if they have not been contacted by AmCad with a follow up call within 8 hours from the receipt of the problem.

Level 3 Support Issue is defined as any emergency problem during the Extended Period of Support (to be determined) which impairs the general office operation and requires immediate assistance from AmCad. In this event, the AZ AOC or individual Court should call AmCad directly and ask for either their assigned Customer Support Manager, one of the Project

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Managers, or the Vice President of Implementation and Support. In the unlikely event that none of the three people listed above are in the office, the AZ AOC or individual Court will be directed to a senior AmCad Officer. AmCad will provide immediate on-site support within two-(2) hours should the situation not be resolvable through remote access support. The nature and problem of the direct call should then be logged into Quality Center website by a court representative as soon as possible.

6.2 ESCALATION PROCEDURES

While AmCad's Customer Support Manager will be monitoring and tracking the staff's progress on any support submissions from the AZ AOC via the Quality Center system, should any of these reported problems exceed an acceptable response time from AmCad and need to be escalated, the following additional levels of support are recommended until the problem is resolved:

- Second Contact – AmCad's Large Volume LJCMS Project Manager
  - Jeanette Gnecco
  - Michael Pontius
  - Alex McCall
- Third Contact – AmCad's Vice President of Implementation and Support
  - Tanya Ouzounova
- Fourth Contact – AmCad's Chief Operations Officer
  - Visagar Shyamsundar

*Direct office phone numbers and cell phone numbers for the following personal will be provided prior to implementation. If a call or a Quality Center posting exceeds the normal response time, the AZ AOC or individual courts are encouraged to follow the escalation procedure outlined above.

6.3 SOFTWARE UPDATES

At this point in time software update procedures are premature and will be defined when discussions between AZ AOC, PMC, and AmCad take place.

6.4 STATUTORY CHANGES

If statutory changes are required; AmCad includes, in our Maintenance and Support agreement, changes to the Large Volume LJCMS system configuration and user defined tables available through the Large Volume LJCMS Administration table maintenance. Changes to documents and forms that can be configured through the system by court users are not covered by this Maintenance Agreement. Any alterations to the system as a result of sta-

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tute changes not covered in this maintenance agreement can be provided to Phoenix Municipal Court, via a change order, at the to be determined hourly rate. Most legislative changes can be accommodated via front-end or database configuration without any application modifications, however, for legislative changes that require application changes AmCad needs advance notice to ensure sufficient development and testing time. AmCad will make every attempt to complete the changes as quickly as possible, but will require that a minimum of 120days be allowed for completion of statutory changes.

AmCad will provide a finite number of hours of support, per year, for such state statute changes. Any additional hours required for statute changes will be chargeable at the negotiable hourly rate.

AmCad also reserves the right to charge, at the negotiable hourly rate, for changes to a statue, that require AmCad to either change the specifications of the alterations to the system or revert back to a previous configuration, that are made after the specifications to comply with the state statue are agreed on by AmCad and the Phoenix Municipal Court.

6.5 SERVICES NOT COVERED

The following services are not covered by an AmCad Service Level Agreement; however, they may be provided by mutual agreement at the request of the Phoenix Municipal Court at charges based on AmCad's then-current price list and as agreed by both parties.

A. Repair or damage resulting from malfunction of external electrical power, air conditioning, water damage, fire damage, burglary, theft, vandalism, civil commotion, or war.

B. Remediation of problems caused by use of software not covered by this Agreement or improper Computer Network operation and control by the customer.

C. Support provided to remedy problems caused by items in paragraphs A and B (immediately above) will be billed to the customer at a standard rate per hour during the Principle Period of Support and a greater rate per hour outside of the Principal Period of Support.

D. This Support Level Agreement is not intended to supplement training for Phoenix Municipal Court personnel that do not attend the training sessions. Excessive support for strictly customer training or lack of knowledge of the system by the customer is not maintenance. It is expected that Phoenix Municipal Court will utilize the "user manuals" provided by AmCad prior to contacting the Support System for help.

E. Hardware maintenance on Phoenix Municipal Court equipment. **If** the equip-

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ment was purchased through AmCad, the Manufacturer's Warranty will be passed on to the Phoenix Municipal Court. For Customers who purchase equipment through AmCad, the Customer will notify AmCad of the equipment problem and AmCad will arrange for the OEM to provide the warranty service. By passing on the equipment warranty and coordinating warranty service, AmCad assumes no responsibility for identifying, troubleshooting, or resolving hardware-related problems. Should this level of support be needed, it will be covered by a separate Hardware Maintenance Agreement.

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SECTION 7 – MILESTONE DELIVERABLES

- Implementation Strategy Document
- Weekly Status Reports (through 06/30/09)
- Application Code Iterations (4)
- Data Conversion Strategy
- Detailed Project Plan
- Communication Plan
- Risk Management Plan
- Data Conversion Assessment Report
- Data Exceptions Report
- Systems Requirements Specification Document (for supplemental GAP items)
- Requirements Traceability Matrix (for supplemental GAP items)
- Internal and External Design Documents (for supplemental GAP items)
- Hardware Configuration Plan
- Interface Design Strategy
- Logical and Physical Database Design Documents
- Data Conversion Plan
- Testing Strategy
- Working Test Version of Application Code
- User Accepted System
- Training Needs Assessment
- Training Plan
- Training Schedule
- Training Scenarios
- Successfully Converted Data
- Training System Administrator Guide
- Training System Documentation Manual
- Training System Setup Guide
- Training System User Guide
- Live Production System

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SECTION 8 – PROPOSED IMPLEMENTATION TIME FRAMES

ITEM	TIME LINE	DURATION	RESOURCE
Deliver baseline LJ test environment	September 2009	30 days	AmCad
Data Conversion Assessment Report	October 2009	1 ½ months	AmCad
Data Exceptions Report	October 2009	1 ½ months	AmCad
Pre-GAP the Large Volume LJCMS training	December 2009	2 weeks	AmCad
Supplemental GAP sessions	January 2010	10 days	PMC/AmCad
Deliver new features from supplemental GAP sessions to test environment	July 2010		AmCad
Execute Test Plans	August 2010	2 months	AZ AOC
Purchase of Servers (Production)	September 2010		PMC
User Acceptance Testing – Supplemental GAP items	October 2010		PMC
Modify Training Scenarios	November 2010	4 weeks	PMC/AmCad
System Configuration - Production	November 2010	2 months	AmCad
Conversion Dry Runs 1, 2, 3	December 2010	4 months	AmCad
Conversion Review	December 2010	4 months	PMC/AmCad
Conversion Acceptance	April 2011	1 week	PMC
Deliver Training Needs Assessment to PMC for Completion (Training Logistics Matrix)	December 2010	1 day	AmCad
Complete Training Needs Assessment	December 2010	1 month	PMC
Acceptance of System Configuration	January 2011	2 weeks	PMC
Develop and Deliver Training Plan and Schedule	January 2011	1 month	AmCad
Deliver System Documentation and Training Scenarios	January 2011		AmCad
Technical Training (SQL, VMware)	January 2010	2 weeks	AmCad
Train-The-Trainer Staff Training	January 2011	6 weeks	AmCad
External Agency Training T-T-T	February 2011	2 weeks	PMC
Deliver Production Environment	March 2011		AmCad

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Deliver Initial Cut-Over Scripts	March 2011		AmCad
End User Training	March 2011	2 ½ months	PMC/AmCad
Mock Go-Live	May 2011	1 week	PMC/AmCad
Deploy LJCMS Application	June 2011	1 day	PMC
Final Conversion	June 2011	3 days	AmCad
Deliver Final Cut-Over Scripts	June 2011		AmCad
Go-Live and Support	June 2011	4 weeks	AmCad/PMC

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APPENDIX A – SCHEDULE OF RELEASES

July 1, 2009

August 31, 2009

October 15 2009

December 31, 2009

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APPENDIX B - SAMPLE TEST SCRIPTS

Please refer to the Sample Test Scripts (GCI Checklist, Accounting Checklist, Manage Case Checklist, and Events Checklist) delivered to PMC on April 16, 2009.

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APPENDIX C - CHECKLISTS AND SAMPLE FORMS

Configuration Change Control Checklist

This checklist provides guidance in the assessment of the impact of proposed changes. In addressing requests for change, Project Managers and evaluators should consider the following:

a. Cost of the change:
   1) Has impact of investigation been planned/budgeted?
   2) Have all the impacted Configuration items been addressed?
   3) Have quotes from suppliers been obtained where necessary?
   4) Have all facilities changes been addressed?

b. Implementation timetable:
   1) Is it clear when the change is to be applied?
   2) Is the change planned into the program of work or program plan?

c. Project timetable:
   1) Have all the activities/tasks affected by the change been identified?
   2) Has the change been properly planned and the activities specific to the change been identified?

d. Documentation:
   1) Has the design, user, training, and test documentation been reviewed for change impact and a decision made on how changes to the documentation should be applied, where appropriate?

e. Resources:
   1) Assess the current skill set on the project.
   2) Identify and cost any new resources required, including any training and/or learning required.
   3) Review the impact of resource needs on management of any additional work.
   4) Assess the cost of any investigative work associated with the change.
   5) Assess the cost of compiling and preparing the proposal.

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f. System configuration:

   1) How does the change impact the configuration both in terms of software and hardware?
   2) Have all the components of the system been checked against the change for compatibility?

g. Sub-contractor requirements:

   1) Does the work require participation of sub-contractors?
   2) Has the work to be performed been discussed with the subcontractor?
   3) How will the work to be performed affect the subcontractor's present schedule?

h. Risks:

   1) Has a risk assessment been performed?
   2) Have any issues been raised to the CCB?
   3) Have mitigation plans or alternatives been formed?

i. Training:

   1) Does the change warrant new/revised training plans?
   2) Have the training staff been consulted for their input to the impact assessment?

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Change Control Log, Sample Form

Project: Project title here	**Project #: Project # here**
Project Manager: Project manager name here	**Sponsor: Sponsor name here**
Project Artifacts: Location of project documents here	**Updated: Date of update here**

CCCF #	Change Description	Price ($)	MA Im-pact ($)	Originator	Date Re-quested	Est Profit	Final Profit	Status (Approve /Deny)	Date of Decision
1	Workflow Revision	$20,000	$1,200	J. Doe	6/26/2008	$5K - 25%	$4,900	Approved	7/15/2008
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

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Problem Report (SPR), Sample Form

Arizona AOC Problem Report (SPR)					No.
Subsystem:	☐ AZ AOC (Initial Baseline)	☐ AZ AOC Baseline 1		☐ AZ AOC Baseline 2	
Priority Category: (Circle Choice:)	**1** Critical	**2** Semi-Critical	**3** Workable	**4** Cosmetic/Minor	**5** Enhancement or for Mgmt./Engr. Review
Date:	**Time:**	**Tester/User:** **Location:**			
Function:	**Test Procedure #:** (if applicable)	**Test Step #:** (if applicable)			
Problem Description:	**Software Version/Release:**	**Window/Screen Title:**			
		Attachments: ☐ Yes ☐ No			
Resp. Person:	**Programmer:**	**Date Assigned:**			
Investigation Results:		**Investigation time (hh:mm):**			
Resolution: (Circle one)	(1) Appl SW Fix	(2) Sys SW Fix	(3) DB Fix	(4) Train/Doc Fix	(5) HW Fix
	(6) No Chg Made	(7) Duplicate	(8) Can't Re-produce	(9) Enhancement Made	
	(10) Refer To CCB	(11) Batch/Ops Fix	(12) Data Fix	(13) Other	
Resolution Description:					
AZ AOC (Approval (if applicable):			**Date:**		
Resp. Engineer Approval:			**Date:**		
Status Changes: ( ) ( ) ( ) ( ) ( ) ( )					

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Engineering Change Proposal (ECP), Sample Form

Engineering Change Proposal (ECP)				ECP No.
Subsystem:	☐ AZ AOC (Initial Baseline)	☐ AZ AOC Baseline 1	☐ AZ AOC Baseline 2	
ECP Priority Level: (Circle Choice:)	**1** Emergency	**2** Urgent	**3** Standard	**Prepared by:**
ECP Title:				**ECP Date:**
Originating SPR No.	**Configuration Items and Versions Affected:**			
Problem/Deficiency Description:			**Attachments:** ☐ Yes ☐ No	
Proposed Solution:				
CCB Approval to Implement ECP (signature):				**Date:**

ACTIVITY	ASSIGNED TO	DATE COMPLETE	SIGNATURE
Impact Analysis			
Detailed Analysis/Design			
Code and Test			
Acceptance Test			
Documents Updated			
Engineering Change Closed			

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APPENDIX D - SAMPLE TRAINING EVALUATION

Course: _____ **Date:** _____

Instructor: _____

The Course:	Poor	Fair	Good	Very Good	Excellent
The classroom environment was conducive to learning	1	2	3	4	5
The objectives of the course were clearly identified and were met.	1	2	3	4	5
The text and other learning materials were appropriate and effective.	1	2	3	4	5
The content of the course was appropriate and applicable to my job.	1	2	3	4	5
Overall, I would rate this course (with 5 being the highest score):	1	2	3	4	5
The Instructor:	Poor	Fair	Good	Very Good	Excellent
The instructor was organized and prepared for class.	1	2	3	4	5
The instructor exhibited an in-depth knowledge about the subject matter.	1	2	3	4	5
The instructor was helpful in responding to individual and class needs.	1	2	3	4	5
The instructor provided valuable feedback on student's progress during the course.	1	2	3	4	5
The instructor provided the students an opportunity to express their opinions and engage in discussions	1	2	3	4	5
Overall, how do you rate the instructor's performance	1	2	3	4	5

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What did you like best about this session?

What did you like least about this session?

How could this session be improved?

I would like additional help on the following:

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APPENDIX E - SAMPLE TRAINING LOGISTICS MATRIX

Division	Name	total ppl	WIN Profcy	Accounting	Adjudication & Disposition	Bond Management	Case Initiation	Cashiering	Document Management	Event & Tickler Processing	File & Evidence Tracking	General Navigation	Protective Orders	Reports	Scheduling/Resource Groups/Minute Entry	System Administration & Utilities			Scanning
Civil		10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Court Administration		19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Criminal		26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Financial Management		8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Judicial		22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Information & Teachnology		19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Management Services		7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	total people:	111	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	hrs per class:		0	8	6	4	4	4	4	4	2	1	4	2	6	4			
	total hours of training	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	# sessions needed	0.0		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	# sessions needed everybody (rounded up)	0.0		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	total number of sessions	0.00																	

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Training Logistics Matrix – Civil

#	Branch	Name	Title	WIN Profcy	Accounting	Adjudication & Disposition	Bond Management	Case Initiation	Cashiering	Document Management	Event & Tickler Processing	File & Evidence Tracking	General Navigation	Protective Orders	Reports	Scheduling/Resource Groups/Minute Entry	System Administration & Utilities			Scanning
1	Administration																			
2	Bond Window																			
3	Central Files																			
4	Correspondence & Research																			
5	Courtroom Operations																			
6	Customer Call Center																			
7	Customer Service																			
8	Closed Records																			
9	Security																			
10	Support Services																			
10				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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APPENDIX F - SAMPLE LARGE VOLUME LJCMS TRAINING SCHEDULE

NOTE: Area 1 refers to the large jury room on the first floor (20 trainees). Area 2 refers to the conference room on the second floor (20 trainees)

Mon	*Tue*	*Wed*	*Thu*	*Fri*
30 Area 1: 8-9 Gen Navigation-MW/SP Area 1: 9-12:30 Case Initiation-MW/SP Area 1: 1:30-4:30 Case Initiation-MW/SP Area 2: 9-10 Gen Navigation – KO/CC	**31** Area 1: 8-9 Gen Navigation- SP/MW Area 1: 9-12:30 Case Initiation-MW/SP Area 1: 1:30-3:30 Folders / Exhibits-KO/SP Area 2: 9-10 Gen Navigation- CC/KO	**April 1** Area 1: 8-9 Gen Navigation- SP/KO Area 1: 9-12:30 Case Initiation- SP/KO Area 2: 8-12 Events/Ticklers- MW/CC Area 2: 12:30-4:30 Events/Ticklers-MW/CC	**2** Area 1: 8-9 Gen Navigation- CC/MW Area 2: 9-12:30 Events/Ticklers-CC/MW Area 2: 8-12 Events/Ticklers- KO/SP Area 2: 1-4 Individual Help- ALL	**3** Area 1: 8-9 Gen Navigation-CC/MW Area 1: 9-4 Scheduling- MW/CC Area 2: 8-12 Events/Ticklers- SP/KO Area 2: 1-4 Individual Help- SP/KO
6 Area 1: 8-12 Cashiering- DK/KO/CC Area 1: 1-3 Folders & Exhibits-KO/CC/DK Area 2 9-4 Adjudication/ Disposition – MW/SP	**7** Area 1: 8-12 Cashiering- KO/DK/CC Area 1: 1-3 Folders & Exhibits-CC/KO/DK Area 2 9-4 Adjudication/ Disposition-SP/MW	**8** Area 1: 8-12 Document Mgt.-DK/MW/CC Area 1: 1-4 Document Mgt.-MW/DK/CC Area 2: 8-12 Bonds- KO/SP Area 2: 1- 4 Individual Help- KO/SP	**9** Area 1: 8-12 Document Mgt.-CC/DK/MW Area 1: 1-4 Cashiering- CC/DK/MW Area 2: 8-12 Bonds- SP/KO Area 2: 1-4 Individual Help- SP/KO	**10** Area 1: 8-9 Gen Navigation- SP/KO Area 1: 10-12 Folders & Exhibits-SP/KO Area 2: 8-3 Scheduling- CC/MW/DW
13 Area 1: 8-12 Protective Orders-KO/SP Area 1: 1-3 Probate Workflow-KO/SP Area 2: 8-4: Accounting- DK/AN	**14** Area 1: 8-10 Folders & Exhibits-SP/DN Area 1: 10-12 Reports- SP/DK Area 1: 1-4 Protective Orders-DK/SP Area 2: 8-4: Accounting- KO/AN	**15** Area 1: 8-10 Folders & Exhibits-KO/ALL Area 1: 10-12 Reports- KO/ALL Area 1: 1-4 Protective Orders- SP/DK Area 2: 1-4 Individual Help- KO/AN	**16** Area 1: 9-4 Scheduling-SP/DK Area 2: 8-10 Reports- CC/AN Area 2: 1-4 Individual Help- CC/AN	**17** Area 1: 8-10 Folders & Exhibits-SP/AN Area 1: 10-12 Folders & Exhibits-SP/AN Area 2: 8-3 Scheduling- CC/DK
20 Area 1: 8-12 System Administration-AN/ALL Area 2: 8-4 Individual Help- ALL	**21** Area 2: 8-4 Individual Help - ALL	**22** Area 2: 8-4 Individual Help- ALL	**23** Area 2: 8-4 Individual Help- ALL	**24** Area 2: 8-4 Individual Help- ALL

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APPENDIX G – SAMPLE LARGE VOLUME LJCMS GO-LIVE ISSUE REPORT

PLEASE ANSWER THE FOLLOWING:
YOUR USER ID FOR THE LARGE VOLUME LJCMS: _____
YOUR DIVISION AND LOCATION: _____
YOUR ROLE (COURTROOM CLERK, JAA, ETC.): _____
CONTACT INFORMATION
NAME: _____ **EMAIL:** _____
PHONE #: _____ **BEST TIME TO REACH YOU:**_____

- WHAT WAS THE CASE NUMBER? _____
- WHAT TIME DID THIS OCCUR? _____
- WHAT DAY DID THIS OCCUR? _____
- **WHAT ACTION WERE YOU TRYING TO PERFORM IN THE LARGE VOLUME LJCMS?**
  - RUN A REPORT
    WHICH REPORT? _____
    HOW OFTEN DO YOU RUN THIS REPORT? _____
  - ADD/SAVE AN EVENT ENTRY
    WHAT WAS THE EVENT CODE? _____
  - SCHEDULE A COURT DATE
    JUDGE? _____ SESSION, DATE AND TIME? _____
    WHAT TYPE OF APPEARANCE REASON? _____
  - ENTER CHARGE/SENTENCING INFORMATION
    WHAT FIELDS DID YOU ENTER ON THE:
    CHARGE SCREEN? _____
    ADJUDICATION SCREEN? _____
    INCARCERATION SCREEN? _____
    PROBATION SCREEN? _____
  - UPDATE/SAVE A PERSON
    PERSON NAME AND SPN#: _____
  - OTHER - PLEASE EXPLAIN: _____
- **WHAT HAPPENED WHEN YOU TRIED TO PERFORM YOUR ACTION?**
  - YOU RECEIVED AN HOURGLASS
    HOW LONG DID THE SYSTEM HOURGLASS FOR? _____
  - YOU RECEIVED AN ERROR MESSAGE
    WHAT DID IT SAY? _____
  - OTHER – PLEASE EXPLAIN: _____

- **WHAT SCREEN WERE YOU ON?** _____
- **WHAT PATH DID YOU TAKE TO GET THERE? (I.E., MANAGE TAB – GENERAL SEARCH - PERSON TAB)**
  _____

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APPENDIX H – SAMPLE TRAINING DOCUMENTATION

Please refer to the Training Scenario Handouts delivered to PMC on April 17, 2009.

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APPENDIX I – TABLES MAINTAINED BY COURT

AMCAD strongly recommends that all initial system configuration be completed by AMCAD resources.

- **Persons Maintenance:**
  - Attorney
  - Judge
  - Clerk
  - Interpreter
  - Court Reporter
  - Fiduciary
  - Officers
- **Bond**
  - Bondsman
  - Underwriter
  - Bondsman/Underwriter
- **Scheduling**
  - Officer Calendar
  - Courtroom/Master Calendar
  - Court Sessions
  - Judges' Personal Sessions
- **Utilities**
  - Resource Groups
  - Judge Groups
- **Administration**
  - Security Groups
  - User Admin
  - Forms Templates (local)
  - Printer Settings
  - **Table Maintenance**
    1. Charges & Sentencing
       - Statute (local)
    2. Events
       - Frequent Events
       - Event Groups
       - Event Groups – Event Type
       - Tickler Type
       - Tickler Type – Event Type
       - Tickler Notify
    3. Financials
       - Cash Drawer
       - Cash Drawer User

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4. Miscellaneous
   - Agency (local)
   - Holidays
   - Home Locations
   - System Parameters
5. Person
   - Law Firm
6. Scheduling
   - Courtroom

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