

The Minute Entry

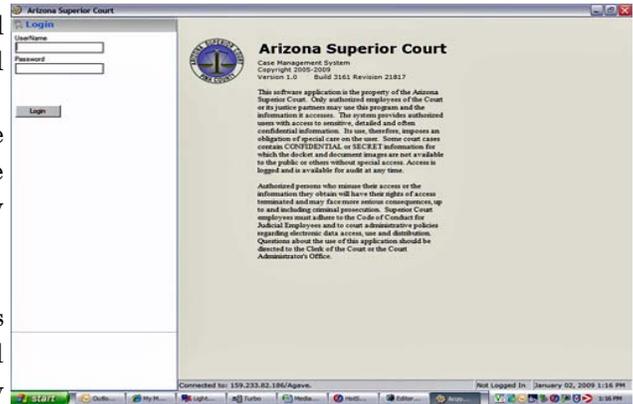
Rollout of civil functions in AGAVE proceeded smoothly

Pima County Superior Court took a significant step forward Dec. 15 with the rollout of the AGAVE 2.0 for divisions assigned to the civil bench.

Steve Ballance, a consultant to ITSD has worked with the Interim ITSD Director Myron Pecora to develop the AGAVE case management system. "This is a very nice win for Pima County Superior Court," he said.

Functionality

The AGAVE case management system ties together functions that were previously contained in separate applications. Digital copies of pleadings in each case were created and maintained by the Office of the Clerk of the Superior Court while the court's calendar application, CACTIS, has been maintained since 1992



This is the sign-in page for the AGAVE case management system.

on a hybrid Wang computer system.

The biggest accomplishment of the rollout on Dec. 15 was the conversion of the calendar data contained within the CACTIS system to a format that could be used by the AGAVE calendar function. "This was going to be the toughest bench to roll out because of the magnitude of it, the engagement of a very tough stakeholder group," Steve suggested. "It's a smaller group and a group to where you could move forward. There were some challenges and complexities, but the risk wasn't as high. There's no perfect way to do a system change like this."

Breaking new ground

Court Administrator Kent Batty pointed out in last month's newsletter that this rollout was very significant. "Our hope is that everyone understands that this is a big, complicated system and that only after it is rolled out, with everyone pounding away at it, will we be fully using all of its parts and pathways," he wrote. "So, some new 'opportunities' will undoubtedly be discovered. I hope you can all be patient while we work through these discoveries."

Kent also pointed out that many members of the staff have worked on this system. "Virtually everyone in ITSD has put in scores of extra hours, without additional pay, hammering out the last of the work preparatory for implementation."

Careful approach

During the final week prior to implementation, several types of testing were performed on the application, verifying the various functions and features of all associated modules and interface screens. ITSD development and training staff, Case Management Services staff, and members of the Clerk of the Superior Court staff performed this testing. In addition, two Civil bench JAAs assisted with "dual-entry" of case information in both CACTIS and AGAVE for comparison purposes. "Considering the complexity of the AGAVE application, there were very few problems right after the rollout," reported Cassandra Urias, director of Case Management Services. "The reason for this is that we tested the system

Continued on Page 5



THE DOCKET

FRONT PAGE

AGAVE roll out

PAGE 2

Dillinger Days

PAGE 3

Alice Truman Award

PAGE 4

Terri Rahner

PAGE 5

AGAVE roll out (con't.)

PAGE 6

The NEXUS

PAGE 7

The NEXUS

BACK PAGE

Cindy Buchler

Rollout of civil functions in AGAVE proceeded smoothly

Continued from Page 1

extensively to ensure minimal problems. The main problem affecting my department has been issues with various notices that we produce out of AGAVE. Most of those problems have been resolved. There have been issues with the projected calendar, which have primarily affected the divisions.”

Steve said the AGAVE team really came together during the months leading up to the rollout. “There was a common vision that we were going to make it happen and nobody wanted to be the one person that kept the rollout from being successful,” he pointed out.

The rollout effort included several different groups within ITSD including staff members who wrote programming code and networking specialists. Steve singled out Kristie Jones for going beyond the call of duty in her role of converting data for AGAVE. “We had to do it several times, which meant she had to rearrange her schedule to get the conversion accomplished,” he said.

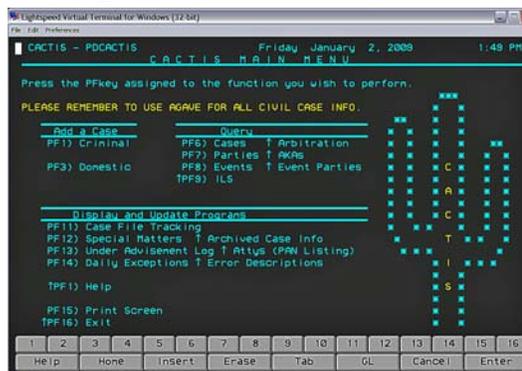
There also was extraordinary cooperation between several groups. “We put together parallel testing that involved the clerk’s office, case management services and research and statistics,” Steve said.

Cassandra pointed out that this project is complicated. “Its success could not have occurred without a good working relationship between various departments --ITSD, Case Management Services, Research & Statistics, JAAs, and the clerk’s office,” she said. “The process has been very challenging, but positive for me and my staff. We have gotten to better know co-workers from other departments and the type of work they do. We all understand how our jobs are interdependent and can better appreciate one another.”

Smooth rollout

The rollout on Dec. 15 came and went without significant problems or issues. “There were not a lot of surprises on Monday or the remainder of the week,” Steve reported. “To be honest with you it surpassed all of my expectations. I expected the first week to involve a lot of problem solving. We have already started to plan the implementation strategies for the upcoming year. We are looking forward to the new challenges and the completion of the AGAVE implementation for all benches.”

Cassandra echoed Steve’s comments. “I have gotten more positive than negative feedback from the divisions,” she said. “The civil JAAs have done a remarkable job in using the system. My staff likes the new system,



Above is the main menu page for the CACTIS calendar application which has served the court since 1992.

especially now that the problem with the notices has been resolved. The arbitration and inactive/dismissal modules, which my staff utilizes, are a lot more user-friendly than those in CACTIS.”

Meanwhile, an update to the civil rollout was being prepared even before the Dec. 15 rollout. “We’re looking to doing another release prior to the next bench rollout,” Steve explained. “This will address issues that were identified and prioritized as ‘Parking Lot’ issues. For the most part the infrastructure for calendaring is in place A lot of the work we do for rollout of future benches can leverage the existing calendaring functionality.”

Looking ahead

Steve said his team expects to start working on the next rollout-for the family law bench in late March or early April. “By the time we get to criminal, which will obviously be very complex for many reasons, but because of the valuable experience gained from the earlier benches we should be in a much better position for a successful implementation.”

While the Dec. 15 rollout was successful, Steve said they are still looking at how to best utilize the information contained in AGAVE while still maintaining the current CACTIS system. “One of the challenges is to be able to work with the previous system at the same time. To do reporting from both systems is a challenge,” he admitted. “That’s the web calendar reports that are going out so that people can maintain operations on a day-to-day basis.”

The rollouts of the system for each bench are being spaced for a reason. “We are allowing time between rollouts so that we can stabilize and make certain any enhancements are doing what is intended,” Steve explained. “We have a very aggressive schedule. Our goal is to have everything done in 2009.”