

# CACC MEETING MINUTES

## COURT AUTOMATION COORDINATING COMMITTEE A Subcommittee of the Commission on Technology

Wednesday, February 18, 2009  
10:00 AM - 12:30 PM

ARIZONA SUPREME COURT  
1501 W. Washington  
Phoenix, AZ 85007

**GoTo**Meeting

GoToMeeting: <https://www2.gotomeeting.com/join/947190156>

AUDIO PHONE NUMBER: (602) 452-3193

AUDIO ACCESS CODE: 7002

### MEMBERS PRESENT

Kip Anderson  
Cathy Clarich  
Janet Cornell  
Margaret Guidero\*  
Joan Harphant  
Donald Jacobson (*Jessica Cortes, proxy*)  
Phillip Knox  
Patrick McGrath  
C. Steven McMurry  
Patricia Noland\*  
Doug Pilcher  
Michael Pollard, *Chair*  
Rick Rager  
David Stevens

### GUESTS

Ron Bitterli\*, *TAC*

### MEMBERS ABSENT

Gordon Mulleneaux  
Paul Thomas

### AOC STAFF

Stewart Bruner, *ITD*  
Keith Kaplan, *CSD*  
Adele May, *ITD*  
Stephanie Nolan, *ITD*  
Jim Price, *ITD*  
Renny Rapier, *ITD*  
Jim Scorza, *ITD*

\* indicates appeared by telephone

## **WELCOME AND INTRODUCTORY REMARKS**

Judge Michael Pollard, Chair, called the Court Automation Coordinating Committee (CACC) meeting to order promptly at 10:00 a.m. and confirmed that a quorum existed. He asked for a motion regarding the minutes of the previous meeting.

**MOTION: A motion was made and seconded to accept the minutes of the January 22, 2009, meeting as delivered. The motion passed unanimously.**

Judge Pollard then introduced Ron Bitterli who began the demonstration of the cash receipting replacement system from the Maricopa Clerk's Office using webconferencing.

## **MARICOPA CLERK'S FINANCIAL SYSTEM DEMONSTRATION/UPDATE**

Ron Bitterli, technical manager for the cash receipting portion of the Clerk's Office Integrated Financial Information System (iFIS) project, demonstrated various screens and functions of the web application currently being constructed. He spent some time illustrating user navigation, the menu options tailored by user type, and quick key operations. Ron showed an edit screen and a search screen example. He showed the receipt entry screen's various details and the way a marriage license receipt screen prompts for party details. He walked through various drawer balancing activities in detail. Ron also demonstrated the receipt reprinting feature and the transaction summary function.

Ron also noted work is underway to create batch functions and to integrate credit card processing. He added that a keyboard template is being produced to help users master the quick keys. Members' comments were positive, focusing on the clean design and apparent user ease of navigation for users.

In response to questions about the dashboard update, Ron noted that several technical problems have recently been solved and the concern about securing the necessary contract resources has been addressed. As a result, the risk table entry showing 100% for resourcing should be removed.

**MOTION: A motion was made and seconded to accept the status report as delivered. The motion passed unanimously (Phil Knox and David Stevens abstaining).**

In a roll call vote, members characterized the project's overall health as "yellow," based on the slip in the projected completion date and Justice Berch's request to have the new date reviewed in the March COT meeting.

David Stevens, project manager for the RFR replacement portion of the iFIS project, described the effort as remaining slightly behind on establishing the environment due to the need to re-engineer the data access layer. The Microsoft visit mentioned last meeting has been pushed back to March 6, at which point the environment can be turned over to the developers. Conceptual design and database design remain slightly ahead of schedule. David stated his satisfaction with the current staffing level and the working relationship with the Clerk's Office thus far. In response to a member's question, he clarified that the risk associated with VSTS 2010 only

involves weighing whether to switch to a new development environment mid-way through the project or not.

**MOTION: A motion was made and seconded to accept the status report as delivered. The motion passed unanimously (Phil Knox and David Stevens abstaining).**

In a roll call vote, members present characterized the project's overall health as "green."

## **LIMITED JURISDICTION COURTS TEMPE CMS UPDATE**

Rick Rager, Tempe CMS Project Manager, summarized the challenges that remain as the March 30 implementation date nears. He detailed areas in which the "Day One" scope has been reduced, like electronic reporting to DPS (because ADRS will not be ready yet), tax intercepts (due to the pending rewrite of the TIP application next tax year), case and financial reporting for future calendar periods (will be in place by end of reporting period), and QA testing. Rick stated he was not overly concerned about the batch testing situation. A 25% batch sampling strategy has not yielded any major issues; emphasis is now changing to testing individual processes. The high number of defects currently being addressed and the high frequency of new builds are not atypical for a large development project like Tempe's.

Rick stated that the production environment at AOC needs to be operating by February 23 to begin load testing and migration activities by March 2. Rick also detailed his migration strategy for collections data using Tempe's two vendors. In response to a member's question, Rick described various training events beyond those listed on the dashboard.

Concern was raised about pursuing a path of implementing software that has not been fully tested, which leads to tremendous frustration for the using community. Rick shared his plan to sweep through the court with a final round of training following implementation.

**MOTION: A motion was made and seconded to accept the status report as delivered. The motion passed unanimously (Rick Rager abstaining).**

In a roll call vote, members present characterized the project's overall health as "green."

## **LIMITED JURISDICTION CMS UPDATE**

Adele May, project manager for the LJ CMS effort, provided members with a comprehensive update of activities that have taken place since the project's approval in October. She focused on the efforts of the gap analysis team, which is being reconvened to review the design documents produced by AmCad and listed those various documents resulting from the gap analysis effort. She displayed the names of steering committee members and gap team members along with the courts they represent.

Now that a contract has been signed with the vendor, next steps for the project include:

- Reviewing all design-related documentation,
- Developing the baseline LJ CMS software,
- Performing testing,
- Handling conversion and configuration, and

- Training and implementing the pilot courts.

Adele's original goal date for the first pilot court has moved back from September 2009 to February 2010. In response to a question, Adele stated that 6 or 7 major features from the Tempe system are being incorporated into the AmCad system. Jim Scorza then outlined the thinking about development activities falling into three potential phases. He added that Phoenix Muni Court has signed a contract addendum with AmCad for development of large-court-specific functionality, described as Phase III.

Members raised concerns about the possibility of a conflict for shared resources within AOC ITD and at the vendor because of the two separate CMS development projects, AJACS and LJ CMS. The consensus was that "hurrying" the LJ project would only add risk. Adele and Renny confirmed that staff is aware of the issue and efforts are being made to keep concurrent development from transpiring.

## **GENERAL JURISDICTION COURTS CMS UPDATE – AJACS**

Renny Rapier, AOC's General Jurisdiction (GJ) CMS Project Manager, provided a brief update on the financial status of the AJACS implementation. He noted that some funds are being held to ensure the vendor completes various behind-the-scenes functions like public access to court data. He outlined the successful Mohave implementation that has the court up and running in all three locations but acknowledged that a large number of issues are being worked. The most notable issues involve OnBase integration. Kip Anderson shared the frustrations of court employees in Mohave resulting from different versions of the software being released throughout the training and implementation period. In response, Renny stated that AOC is getting better definition and control of releases and is also testing more thoroughly before placing any release in the field. Kip warned that some concern exists about upcoming AJACS implementations.

Renny briefly reviewed milestones for the upcoming Pinal and Yavapai –implementations. He announced the addition of a second-level support analyst to the project. He reminded members that the project calls for completion one year from now.

## **CODE STANDARDIZATION UPDATE**

Keith Kaplan, AOC's Data Standards Manager, shared the names of four representatives being added to the code standardization committee. He announced that the GJ subteam is meeting after the CACC meeting today. On the LJ front, Keith stated that work continues on compiling the code tables and that he has been involved lately with the Rule 123 and Data Dissemination workgroup.

## **STATEWIDE E-FILING UPDATE**

Jim Price, e-Filing Project Manager at the AOC, shared the details of the contract signed with Intresys, maker of TurboCourt™ software, on January 26<sup>th</sup>. He confirmed that the related software and infrastructure will be housed at the AOC. The project is currently in a 45-day planning period during which the clerk/judge review strategy is being determined, a forms implementation strategy is being selected, and a detailed statement of work and project plan are being produced. Initial pilot courts will likely be Maricopa Superior and Maricopa Justice. He detailed the delivery methods possible using the vendor's software.

Jim displayed slides showing management over the project and the project organization, including four main teams: Business, e-Filing, Case Management Systems, and Case File Repository. The e-Court Subcommittee has the governance role over statewide e-filing. Jim also shared a long list of the various organizations affected by the project and emphasized the need for close coordination. He noted that speed of implementation is a function of the budget to start followed by the volume of transactions that will feed the self-funding model going forward.

## **STAFF UPDATE**

Staff member Stewart Bruner updated members on the impending move from GoToMeeting™ to WebEx™ software for webconferencing. The new software will require extra time to set up when used by meeting participants the first time (just like GoToMeeting did).

He informed members that the back-end process to generate the “advance written approval” to destroy paper records for which equivalent electronic records exist in accordance with ACJA 1-507 is currently being documented at AOC for communication to the courts. In relation to a discussion about modifying court operational reviews to confirm that electronic records are being properly managed, a request was made that audit requirements be distributed up front to courts. Stewart affirmed that a checklist of audit criteria will be communicated as part of the request process to courts who petition to destroy paper.

The next meeting will take place in **Room 230** of the **State Courts Building** on **March 19, 2009**. Dates reserved for 2009 CACC meetings are posted at <http://www.supreme.state.az.us/cot/Archives/FY09/2009MtgSchedule.pdf>.

After confirming that no other business existed, the meeting adjourned at 11:55 a.m.