

CACC MEETING MINUTES

COURT AUTOMATION COORDINATING COMMITTEE A Subcommittee of the Commission on Technology

Thursday, July 25, 2013
10:00 AM - 11:30 AM

ARIZONA SUPREME COURT
1501 W. Washington
Phoenix, AZ 85007



AUDIO PHONE NUMBER: 1-602-425-3288
AUDIO ACCESS CODE: 7496#

MEMBERS PRESENT

Kip Anderson
Cathy Clarich
Julie Dybas
Christopher Hale
Donald Jacobson
Phillip Knox (*Peter Kiefer, proxy*)
Rona Newton
Ron Overholt
Michael Pollard, *Chair*
Janie Randall*
Paul Thomas

MEMBERS ABSENT

GUESTS

Jennifer Gilbertson*, *Phoenix Muni Court*
Charles Drake*, *PCCJC*
Lauren Lupica*, *City of Mesa*
Steve Ballance, *Maricopa ICJIS*

AOC STAFF

Stewart Bruner, *ITD*
Eric Ciminski, *CSD*
Mary Kennedy, *ITD*
Sharad Mankapure, *ITD*
Adele May, *ITD*
Jason Shumberger, *ITD*
Amy Wood, *CSD*

* indicates appeared by telephone

WELCOME AND INTRODUCTORY REMARKS

Judge Michael Pollard, Chair, called the Court Automation Coordinating Committee (CACC) meeting to order at 10:00 a.m. and welcomed new members Ron Overholt and Chris Hale. After confirming perfect attendance by members and proxies, the chair called attention to the minutes of the June 13, 2013 CACC meeting in members' packets.

MOTION: A motion was made and seconded to accept the minutes of the June 13, 2013 CACC meeting as they appear in members' packets. The motion passed unanimously.

PACC UPDATE

Rona Newton, chair of the Probation Automation Coordinating Committee (PACC), provided the first quarterly update, as agreed by members at the May CACC meeting. Rona will continue to solicit issues from Committee on Probation members and distribute them to those who can address them. The next update will take place in October.

eBENCH PROGRESS UPDATE

Eric Ciminski, e-Court Projects Manager at the Administrative Office of the Courts (AOC), recapped the key milestones in the life of the aiSmartBench Judge Automation effort. The contract with Mentis signed May 31 is statewide in nature. The kickoff meeting for Pima Superior Court, the pilot site, has been held and a more specific integration meeting has been scheduled. The information booth about aiSmartBench was well received at the recent judicial conference. Representatives from the vendor will be engaging several appellate court judges to gather business requirements about that level of court. The chair reminded Eric that persuading change can be challenging since they are largely creatures of habit, but he considers the project highly worthwhile in standardizing judges' output throughout the branch.

REVIEW OF CHANGES TO MINDMAP THIS MONTH

Stewart informed members of changes to the JOLTSaz, e-Filing, Vendor CMS, and AZYAS portions of the MindMap this month, stating that individual project managers will supply details in later agenda items. He mentioned a new GJ CMS forms server relocation project that will be added to the map once its scope is determined. PCCJC has now completed their eCitation development task. Stewart neglected again to mention changes to the priority projects chart to align it with the new priorities approved at the COT meeting June 7 and shred at AJC June 24.

eFILING UPDATE

Amy Wood, the AZTurboCourt eFiling Program Manager, informed members that issues she mentioned last month have been resolved so work on Release 2013.1 is again underway. The disaster recovery environment is complete and the software is now loaded. A new task was added for testing a disaster recovery scenario in August. Release 2013.2 will include party matching for Pima, multiple lead documents, and e-service enhancements. Amy pointed out that HB 2240 increases in jurisdictional limits for small claims is forcing changes to the application. These are slated for delivery by Intresys in November.

AMCAD APPLICATION RELEASES UPDATE

Mary Kennedy, AOC's Software Release Manager, detailed a tiger team's efforts to speed resolution of issues with Release 3.9. That strategy of early intervention has proved successful

enough that it will be used for Version 3.10, too. The AmCad code delivery date for the AZTEC replacement functionality is now August 5 and will be followed by a service release in each of the following two months. Adele May, AZTEC replacement CMS project manager, added that she must confirm all functionality exists before she selects a firm date for the pilot court implementation. Mary responded to members' frustration about who is driving whom and the continued lack of knowledge about what specific functions will be delivered by when. Members asked what financial penalties could be levied against AmCad for its continued lack of on-time delivery. Mary elaborated the ways, over time, AOC has been working to eliminate the various excuses for delays made by the vendor.

Paul Thomas, court administrator for Mesa Municipal Court, gave his perspective about withholding payment from vendors. He emphasized Mesa's close communication with AmCad and allowing more quality control time to ensure Mesa receives a quality product. Paul described additional work on the Mesa side of the equation that still remains to be done once the code is delivered. Mesa has no plan for extending maintenance on the mainframe computer beyond July 1, 2014, so court resources are doing whatever they can now to minimize the timeline for implementation following code delivery. Paul remains confident that implementation will complete before the mainframe is removed from service.

Adele listed various courts that are CMS customers of AmCad in addition to Arizona and Oklahoma, the largest two. Not all implementations require the degree of customization that Arizona and Oklahoma are requiring. Paul added that Mesa's enhancements and bench automation are changing the base functionality of the AmCad LJ solution and that complexity of system change takes time. In addition, Arizona has an even more convoluted fine, fee, and assessment structure than most other states, again affecting the complexity of the system.

POST-IMPLEMENTATION REPORTS

Rona updated members on the successful implementation of the huge JOLTSaz/AGAVE/CAMMS integration June 30 and added her assessment of wins and challenges. Sharad Mankapure from AOC added his input about the JOLTSaz side of the equation. Myron Pecora was unavailable to discuss the Agave conversion. Key positives mentioned were outside resources providing onsite support for parts of two weeks after cutover, management direction to use all electronic documents, and selection of a slower holiday week to follow implementation. The challenges have revolved around users' unwillingness to change their business process following years of using legacy JOLTS. Focus remains on solidifying the use of the product following the rollout and identifying items missed in business analysis. Though Pima is clearly benefitting from the tight integration among the three systems, rural courts beginning with Yuma will have standalone calendaring and financials to accelerate their adoption of JOLTSaz. Integration will become a later objective.

ITEMS OF OLD OR NEW BUSINESS

No items of old or new business were raised.

The next meeting will take place in **Room 230** of the **State Courts Building** on **August 22, 2013 at 10 AM**.

The meeting adjourned at 11:00 a.m.