



LJCMS Large Volume Court Communications Management Plan: Emphasis Phoenix Municipal Court



Prepared and Submitted By:

AMCAD

220 Spring Street
Suite 150
Herndon, VA 20170



www.integrated-courts.com

www.AmCad.com



DOCUMENT CHANGE CONTROL

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LJCMS Large Volume Court Communications Management Plan Acceptance Signoff

This LJCMS Large Volume Court Communications Management Plan represents a Project Deliverable defined in the terms of the LJCMS Large Volume Court Project Plan and Contract #125745, Appendix A-Work Order.

The undersigned are the authorized representatives of the party on whose behalf they are signing to accept this LJCMS Large Volume Court Communications Management Plan.

Accepted and Agreed To:

AMCAD

Phoenix Municipal Court

By: _____
(Authorized Signature)

By: _____
(Authorized Signature)

(Print or Type Name)

(Print or Type Name)

(Title)

(Title)

(Date of Signature)

(Date of Signature)



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1 INTRODUCTION

The purpose of the communication plan is to ensure that relevant, accurate, and consistent project information is provided to project stakeholders and other appropriate audiences. By effectively communicating, the project can accomplish its goals with the support and cooperation of each stakeholder group.

The communication plan provides a framework to manage and coordinate the wide variety of communications that take place during the project. The communication plan covers who will receive the communications, how the communications will be delivered, what information will be communicated, who communicates, and the frequency of the communications

2 DEFINITION

The following are definitions of terms, abbreviations, and acronyms used in this document:

Term	Definition
AZiCMS	Arizona Integrated Case Management System
AZ AOC	Arizona Administrative Office of the Courts
LJCMS	Limited Jurisdiction Case Management System
PMC	Phoenix Municipal Court



3 COMMUNICATIONS OBJECTIVES

Effective and open communications is critical to the success of the project.

The key communication objectives for the project are:

- Promote and gain support for the Project
- Encourage use of project management best practices
- Provide accurate and timely information about the project
- Ensure a consistent message

4 COMMUNICATIONS MANAGEMENT

The following sections will detail the project organization, team members, their roles and responsibilities, and how they will communicate throughout the life cycle of the project.

4.1 PROJECT TEAM ORGANIZATION

All project related decisions, requests, and other formal dialogue will be channeled through the PMC Project Management Team or the AmCad Project Management Team.

4.2 AVAILABILITY OF SUBJECT MATTER EXPERTS (SME'S)

PMC will provide access to Subject Matter Experts (SME's) during periods of data collection defined by the AmCad Team and agreed to by PMC Project Manager. Problems regarding access to the SME's will be brought to the prompt attention of the PMC Project Managers.

Impacts to the overall project schedule will be reported to the AmCad Project Manager and PMC Project Manager for timely resolution.

4.3 ROLES & RESPONSIBILITIES

The PMC shall assign specific managerial, technical and Subject Matter Experts (SME) as reasonably requested by the AmCad Team to participate in the activities of the project, including interviews, review of deliverables, and project administration. The PMC shall ensure that all such staff has reasonably adequate skills and experience for their respective functions and comply with the reasonable directions and requests of the AmCad Team in performing its work under this Project Plan. The PMC shall facilitate introductions and arrange meetings with such persons, as well as with any non-PMC personnel who may be needed to participate in the project. The PMC shall elevate required decisions to the appropriate level in its



organization to facilitate the making of decisions in a timely manner. See Appendix A for Project Roles & Responsibilities table for participant roles and Appendix B Responsibilities by Entity for specific responsibilities.

4.4 ESCALATION POINTS

Should any issues arise that are not addressed by the AmCad Project Manager to the satisfaction of PMC recourse may be escalated to the following in order:

1. Michael Pontius, Program Manager
2. Alex McCall, VP AiCMS
3. Visagar Shyamsundar, Chief Operations Officer

Contact information for the above individuals can be found in Appendix C – Project Team Contact Directory.

5 COMMUNICATION PROTOCOL BASED ON PROJECT PHASE

The organization of the LJCMS Large Volume Court Project requires that different communication procedures are followed at various stages of the project. Specifically, there are three independent entities that will be involved during the project life cycle: PMC, AmCad, and the AZ AOC. At all times, PMC and AmCad must be effectively communicating about all topics surrounding the project to ensure adequate comprehension of matters important to overall project success. However, only during certain project phases must the AZ AOC be included in communications specific to the LJCMS Large Volume Court Project. The details of this unique relationship can be found below.

5.1 PROJECT PLANNING PHASE

The Project Planning Phase will require that PMC and AmCad communicate regularly, primarily in the form of conference calls, status reports, and meetings. While PMC and AmCad define the expectations of the project as a whole, prepare for upcoming milestones, and complete requisite sub-dependency programs, frequent and detailed communication with the AZ AOC is not required. The tasks that comprise this project phase primarily concern only PMC and AmCad. However, the involvement of the AZ AOC in upcoming project phases does warrant occasional status reports so that problems do not arise as a result of lacking information or inaccurate assumptions. Therefore, the AZ AOC LJ AZiCMS Project Manager will be updated with LJCMS Large Volume Court Project developments as necessary.



5.2 DESIGN/DEVELOPMENT PHASE

During both the Design and Development Phases, a communication triangle including PMC, AmCad, and the AZ AOC must be forged and strictly embraced in nearly all situations. The Design Phase will be highlighted by the Supplemental Gap Sessions conducted by AmCad for the benefit of the PMC and other Large Volume Municipal Court representatives. AmCad will record a list of all items that arise out of the Supplemental Gap Sessions and it is suggested the PMC maintain their own list which can be used as part of the review/approval process to validate against the list formally submitted by AmCad. After the list is agreed upon by AmCad and PMC the LJCMS Steering Committee will provide final approval of all new functionality and modifications. Further, throughout the Development Phase, AmCad will prepare presentations prior to and after delivery of each iterative release of the system. Representatives from both the AZ AOC and PMC should be included in important Development Phase collaborative efforts like this. While the enhancements to be identified during the Supplemental Gap are intended primarily for PMC and other Large Volume Municipal Courts, the AZ AOC will incorporate these features into the baseline application and, therefore, must be actively involved in all communications during the Development Phase of the LJCMS Large Volume Court Project.

5.3 CONVERSION/CONFIGURATION PHASE

It is almost certain that PMC will contract directly with AmCad to complete the Conversion and Configuration of PMC data. The AZ AOC will not be involved in either effort. Therefore, communications that arise out of both the Conversion and Configuration Phase shall be limited in terms of delivery to and inclusion of appropriate members of the AmCad/PMC Project Team.

5.4 IMPLEMENTATION PHASE

The tasks inherent to the Implementation Phase will also be completed exclusive by the LJCMS Large Volume Court Project Team, which will be comprised of representatives from both AmCad and the PMC. However, this project segment is significantly different than the Conversion and Configuration Phase because the format can be applied to other courts. Conversion and Configuration are unique to each court, especially those that, like PMC, are abandoning a “homegrown” legacy system that is utilized by no other courts. The Implementation approach, though, can serve as a template for other Municipal Courts of similar size and workflow volume. Even though the AZ AOC will not be actively involved in the Implementation at PMC, it is quite possible that the AZ AOC will actually lead the deployment effort at other Large Volume Municipal Courts like Mesa, Scottsdale, and Tucson. Therefore, out of respect for the AZ AOC and appreciation for the LJ



Development that it oversaw, it is recommended that the AZ AOC be given the opportunity to participate in Implementation Phase communication. This would provide the AZ AOC with invaluable insight into the incredible, coordinated effort necessary to install the AZiCMS application in a Large Volume Arizona Municipal Court.



6 COMMUNICATIONS MESSAGES AND DELIVERY

The following denotes the communicator, the key communication messages to be delivered, the targeted audiences, the method and the frequency of the delivery of the information:

Communicator	Message	Audience	Delivery Method	Frequency
AmCad Project Manager	Project Deliverables	PMC Project Management	E-mail, Word Document Jennifer.gilbertson@phoenix.gov	As per contract
AmCad Project Manager/Director	Project Status Review	PMC Project Management	On site visit	To coincide with review of iterations
PMC Project Manager	Project Status Review	AmCad/AZ AOC Project Management	In Person	To coincide with review of iterations
AmCad Project Manager	Project Status Reports	PMC Project Management	E-mail; Word Document Jennifer.gilbertson@phoenix.gov	Twice a month
As directed by AmCad Project Manager	Meeting Minutes	PMC Project Management	E-mail, Word Document Jennifer.gilbertson@phoenix.gov	As required
PMC Project Manager	Project Issues	AmCad Project Manager	E-mail, Phone call ignecco@amcad.com 703-774-6510	As required
PMC Project Team	Application issues/bugs	AOC	Quality Center	As required
AOC Project Manager	AOC Governance Board Meetings	AmCad Project Management Team (if necessary)	In Person or By Teleconference	Weekly



7 MICROSOFT UPDATES

AmCad has a formal process to address the complications that sometimes arise with Microsoft (MS) Service Pack Updates. Upon download and installation of Microsoft Updates, AmCad testing resources vigorously ensure that changes to the MS platforms do not negatively impact any AmCad products including the AZICMS.

In the event that issues are identified with AmCad applications due to MS updates, critical items are filed in the AmCad internal VSTS tracking software. AmCad does not make recommendations on minor Microsoft updates, however, AmCad will provide notifications of any detected issues with Service Pack updates, IE upgrades, and .Net framework upgrades within two weeks of the Microsoft releases.



Appendix A – Project Roles and Responsibilities

Role	Responsibilities	Participants
Project Sponsors	<ul style="list-style-type: none"> ▪ Ultimate decision-maker and tie-breaker ▪ Provide project oversight and guidance ▪ Review/approve some project elements 	<ul style="list-style-type: none"> ▪ Honorable Roxanne Song Ong, Chief Presiding Judge, Phoenix Municipal Court ▪ Karl Heckart, Chief Information Officer, AOC ▪ Dave Byers, Director, AOC
Steering Committee	<ul style="list-style-type: none"> ▪ Resolution of system and business issues arising out of GAP analysis ▪ Review change proposals and make recommendations to Change Control Board ▪ Evaluate requirements specifications, design, conversion, testing, and implementation strategies for LJCMS 	<ul style="list-style-type: none"> ▪ Jim Scorza, Chair, AOC ▪ Julie Bower, Tucson Municipal Court ▪ Cathy Clarich, Glendale City Court ▪ Honorable David Cooper, Yuma Justice Court ▪ Jennifer Gilbertson, Phoenix Municipal Court ▪ Donald Jacobson, Flagstaff Municipal Court ▪ Marla Randall, Navajo County Limited Jurisdiction Court ▪ Lisa Royal, Pima County Consolidated Justice Courts ▪ Paul Thomas, Mesa Municipal Court ▪ Honorable Michael Traynor, Chandler Municipal Court ▪ Adele May, Staff, AOC ▪ Patrick McGrath, Staff, AOC
PMC Project Manager	<ul style="list-style-type: none"> ▪ Manages project in accordance to the project plan ▪ Serves as liaison to the Steering Committee ▪ Receive guidance from Steering Committee ▪ Supervises consultants ▪ Supervise vendor(s) ▪ Provide overall project direction ▪ Direct/lead team members toward project objectives ▪ Handle problem resolution ▪ Manages the project budget 	Jennifer Gilbertson



Role	Responsibilities	Participants
AmCad Project Manager	<ul style="list-style-type: none"> ▪ Manages project in accordance to the project plan ▪ Provide overall project direction ▪ Direct/lead team members toward project objectives ▪ Handle problem resolution ▪ Manages the project budget ▪ Facilitate communication – AmCad/AOC 	Jeanette Gnecco
AmCad Project Director	<ul style="list-style-type: none"> ▪ Provides budgetary and project oversight as needed ▪ Commits resources from other departments as necessary ▪ Provides perspective based on other ongoing related Arizona projects 	Alex McCall
AOC Project Manager	<ul style="list-style-type: none"> ▪ Manages project in accordance to the project plan ▪ Serves as liaison to the Steering Committee ▪ Receive guidance from Steering Committee ▪ Supervises consultants ▪ Supervise vendor(s) ▪ Provide overall project direction ▪ Direct/lead team members toward project objectives ▪ Handle problem resolution ▪ Manages the project budget 	Adele May
PMC Project Participants	<ul style="list-style-type: none"> ▪ Understand the user needs and business processes of their area ▪ Act as consumer advocate in representing their area ▪ Communicate project goals, status, and progress throughout the project to personnel in their area ▪ Review and approve project deliverables ▪ Creates or helps create work products ▪ Coordinates participation of work groups, individuals and stakeholders ▪ Provide knowledge and recommendations ▪ Helps identify and remove project barriers ▪ Identify risks and issues and help in resolutions ▪ Assure quality of products that will meet the project goals and 	<p>Information Systems Officer:</p> <p>– Jennifer Gilbertson</p> <p>Administrative Support:</p> <p>– Michelle Glancy</p> <p>Sr. IT Systems Specialist:</p> <p>– Zona Cecil</p> <p>IT Systems Specialist:</p> <p>– Rick Modisette</p>



Role	Responsibilities	Participants
	objectives	<p>IT Project Manager:</p> <ul style="list-style-type: none">– Randy Smiley <p>Business Analyst:</p> <ul style="list-style-type: none">– Rebecca Mietzner– Jeannette Passaretti– Jerri Allen– Mike Ricuito– Steve Miller– Wayne Reger– <p>Service Specialist:</p> <ul style="list-style-type: none">– Alton Jones– Michelle Lowman <p>Technical Analyst:</p> <ul style="list-style-type: none">– Janet Barbeau– Chris Krum– Jatinder Singh Sairi– Jnanasita Burada– Stephanie Roberts– Seshasayi Pillalamarri– Linda Minton-Altiveros <p>Lead User Technology Specialist:</p> <ul style="list-style-type: none">– John Melisko <p>User Technology Specialist:</p> <ul style="list-style-type: none">– Jared Harvey– Tanya Gray



Role	Responsibilities	Participants
PMC Subject Matter Experts	<ul style="list-style-type: none">▪ Lend expertise and guidance as needed	<p>Criminal:</p> <ul style="list-style-type: none">– Terry Maack– Ron Beal– Marci Johnson– Patricia Meza– Dawn Robins– Robyn Kessler– Doug Pilcher <p>Financial:</p> <ul style="list-style-type: none">– Lisa Valdivia– Marie Clark Caneady– Stephanie Rutherford– Terry Pina– Doug DiNodica– Kim Bruntmyer– Ester Reeves <p>Civil:</p> <ul style="list-style-type: none">– Anita Aguilar– Carla Valencia– Curtis Rounsborg– Dianna Noli-Hill– Frances Howard– Jackie Diaz– Katie Fitzgerald– Margaret Bobbitt– Mary Martinez– Michelle Lowman– Nancy rice– Patricia Morales– Peggy Vasquez– Robin Brown



Role	Responsibilities	Participants
		<ul style="list-style-type: none">- Rochelle Garcia- Susan Kuhn- Terry Lowry



Appendix B – Responsibilities by Entity

Entity	Responsibility
AmCad	Deliver Project Plan and Project schedule to PMC
AmCad	Develop, demonstrate, and deliver AZICMS application code v3.1.0, 3.2.0, 3.3.0, and 3.4.0 to AOC
AmCad	Deliver and install AZICMS baseline application in PMC test environment
AmCad	Develop and deliver data conversion assessment report and data exceptions report
AmCad	Provide pre-gap training (large volume AZICMS gap analysis participants)
AmCad	Deliver System Requirements Specification document
AmCad	Develop and deliver Requirements Traceability matrix
AmCad	Develop and deliver Hardware Configuration plan
AmCad	Develop and deliver Supplemental GAP Internal External/Design document
AmCad	Deliver interface design document
AmCad	Develop and deliver Data Conversion plan
AmCad	Develop and deliver logical & physical database design document
AmCad	Develop new features from supplemental GAP sessions
AmCad	Develop data extraction program and extract data from PMC legacy system; develop and deliver data conversion assessment report (iterations 1 – 4)
AmCad	Load data into temporary conversion tablespace; load data into test database
AmCad	Deliver new features from supplemental GAP to test environment
AmCad	Develop and deliver testing strategy document
AmCad	Execute and deliver test plans for unit, functional, regression, and system configuration testing
AmCad	Will develop test scripts and provide to AOC and PMC
AmCad	Will incorporate advanced business process script enhancements into AmCad internal QA process
AmCad	User Acceptance Agreement of Critical & Very High Defects Only
AmCad	Will utilize Quality Center to log and track defects
AmCad	Develop Training Plan; Deliver training needs assessment (matrix) to PMC; deliver training schedule and training plan
AmCad	Create/Modify training documentation for new LJ functionality
AmCad	Deliver training documentation to PMC
AmCad	Complete conversion dry runs
AmCad	Will conduct train-the-trainer training and technical (SQL, VMware) training
AmCad	Will provide AZICMS production environment and initial cut-over scripts
AmCad	Conduct last minute code setup/configuration changes
AmCad	Perform final conversion and deliver successfully converted data, live production system and final cut-over scripts
AmCad	Establish baseline test/lab exercises
AmCad	Will populate the training database with case data
AmCad	Will adjust schedule (resources) for delays caused by AmCad
AmCad/PMC	Configure Servers for AZICMS Application
AmCad/PMC	Complete GAP analysis
AmCad/PMC	Presentation of Supplemental GAP Internal External/Design document
AmCad/PMC	Develop interface design document
AmCad/PMC	Define testing strategy
AmCad/PMC	Collaboration of user acceptance testing – supplemental GAP items
AmCad/PMC	Complete system configuration - production



Entity	Responsibility
AOC	Approve baseline AZICMS systems design
AOC	Accept interface design document
AOC	Will maintain statewide tables; will provide scripts for statewide configuration to PMC
AOC	Provide PMC access to Quality Center
AOC	Steering Committee Review/Recommendation of Critical & Very High Defects Only
AOC/PMC	Approve new features from supplemental GAP
AOC/PMC	Will perform user acceptance testing
PMC	Deliver source data to AmCad
PMC	Accept AZICMS baseline application in test environment
PMC	Purchase and install test servers
PMC	Allocate resource for data conversion strategy consultation/input and accept data conversion assessment report and data conversion exceptions report
PMC	Review and accept System Requirements Specification document
PMC	Review and accept Requirements Traceability matrix
PMC	Allocate Resource for hardware configuration consultation/input and accept Hardware Configuration plan
PMC	Allocate resource for Interface Design Document Development effort; Review and accept Supplemental GAP Internal External/Design document
PMC	Allocate resource for interface design document development effort
PMC	Review and accept Data Conversion plan
PMC	Review and accept logical & physical database design document
PMC	Allocate resource for discovery/data assessment consultation/input; review and accept data conversion assessment report (iterations 1 – 4)
PMC	Validate data conversion
PMC	Allocate resource for test strategy consultation/input
PMC	Review and accept testing strategy document
PMC	Responsible for advanced business process script enhancements
PMC	Review and accept test plans for unit, functional, regression, and system configuration testing
PMC	Deliver Interface specification
PMC	Acceptance of Critical & Very High Defects Only
PMC	Allocate resource for training plan consultation/input; complete training needs assessment
PMC	Review and accept training documentation
PMC	Distribute training documents to students
PMC	Accept data - conversion dry runs
PMC	Review and accept system configuration
PMC	Local interface testing – confer with AOC
PMC	Responsible to select employees to attend training classes
PMC	Will conduct outside agency training
PMC	Deploy AZICMS application
PMC	System acceptance and sign-off by PMC
PMC	Will maintain local tables
PMC	Coordinate with AOC requests for new functionality or customizations to existing functionality
PMC	Prepare and administer computer literacy needs assessment
PMC	Conduct Windows and/or computer literacy training
PMC	Participate in finalization and execution of baseline test/lab exercises
PMC	Award students Certificates of Completion at the end of each class



Entity	Responsibility
PMC	Create trainer evaluations to be distributed to students
PMC	Determine which facilities to use for training
PMC	Ensure each classroom is equipped appropriately
PMC	Ensure training database has enough cases for students to work on
PMC	Conduct any Business process re-engineering training or cross training
PMC	Will purchase all hardware required for the project
PMC/AmCad	Conduct JAD sessions
PMC/AmCad	Map legacy codes to AZICMS codes
PMC/AmCad	Modify training scenarios for role based training
PMC/AmCad	Review /cleanup data - conversion dry runs
PMC/AmCad	PMC will conduct end user training; AmCad will provide assistance
PMC/AmCad	PMC will conduct mock-go-live; AmCad will provide assistance
PMC/AmCad	Joint decision on Go/No-go live
PMC/AmCad	Provide go live support



Appendix C – Project Team Contact Directory

AMCAD
220 Spring Street
Suite 150
Herndon, VA 20170
Phone: 703-787-7775
Fax: 703-787-7710

Name	Title	Phone	Cell	Email
Sri Celamkoti	Data Administration Director	703-787-7775 ext. 106	703-470-7908	scelamkoti@amcad.com
Sean Collins	VP of Software Development	703-787-7775 ext. 110	703-795-0601	scollins@amcad.com
Louise Cook	Client Relations Manager	623-842-2082	602-663-3557	lcook@amcad.com
Ron Cornelison	Chairman/CEO	703-787-7775 ext. 103	N/A	rcornelison@amcad.com
Christine Delawder	Corporate Administrator	540-896-9952	N/A	cdelawder@amcad.com
Pete Frey	Solutions Architect	703-787-7775 ext. 105	703-298-4950	pfrey@amcad.com
Jeanette Gnecco	Project Manager	703-774-6510	703-774-6510	jgnecco@amcad.com
Larry Herrman	President	703-787-7775 ext. 102	703-589-8115	lherrman@amcad.com
Kevin Manson	Corporate Network Administrator	703-787-7775 ext. 136	703-463-6464	kmanson@amcad.com
Alex McCall	VP AiCMS	703-787-7775 ext. 113	571-217-9110	amccall@amcad.com
Tanya Ouzounova	Sr. VP QA, Training, Sales, Support	703-787-7775 ext. 108	703-915-4272	touzounova@amcad.com
Michael Pontius	Program Manager	602-452-3343	602-677-8493	mpontius@amcad.com
Visagar Shyamsundar	CTO/COO	703-787-7775 ext. 107	703-585-0135	vshyamsundar@amcad.com



PHOENIX MUNICIPAL COURT

**300 W. Washington St.
Phoenix, AZ 87007-3231**

Name	Title	Phone	Cell	Email
Zona Cecil	Sr. IT Systems Specialist	602-534-3697	602-673-0620*	zona.cecil@phoenix.gov
Jennifer Gilbertson	IST Division Administrator	602-495-2035	623-628-3842	jennifer.gilbertson@phoenix.gov
John Melisko	Lead User Technology Specialist	602-534-5514	602-201-4158*	john.melisko@phoenix.gov
Dianna Noli-Hill	Civil Division Administrator	602-262-7634	N/A	dianna.noli.hill@phoenix.gov
Doug Pilcher	Executive Court Administrator	602-261-8249	602-526-4200	doug.pilcher@phoenix.gov
Ester Reeves	Court Controller	602-495-0553	N/A	ester.reeves@phoenix.gov
Randy Smiley	IT Project Manager	602-262-7174	602-201-0222*	randall.smiley@phoenix.gov
Roxanne Song Ong	Chief Presiding Judge	602-262-1608**	N/A	roxanne.song.ong@phoenix.gov

*pager numbers

**Number is for Cathy Lewis, Judge Song Ong's Administrative Assistant



ARIZONA SUPREME CT, AOC
1501 W. Washington St.
Phoenix, AZ 87007-3231
CMS Prg. Fax: 602-452-3749

Name	Title	Phone	Cell	Email
William Earl	AOC Chief Architect	602-452-3541	602-689-8602	wearl@courts.az.gov
Karl Heckart	CIO	602-452-3274		kheckart@courts.az.gov
Adele May	Project Manager	602-452-3129	602-920-1630	ammay@courts.az.gov
Jim Scorza	Project Consultant	602-452-3350	602-330-1864; 602-568-1751	jscorza@courts.az.gov

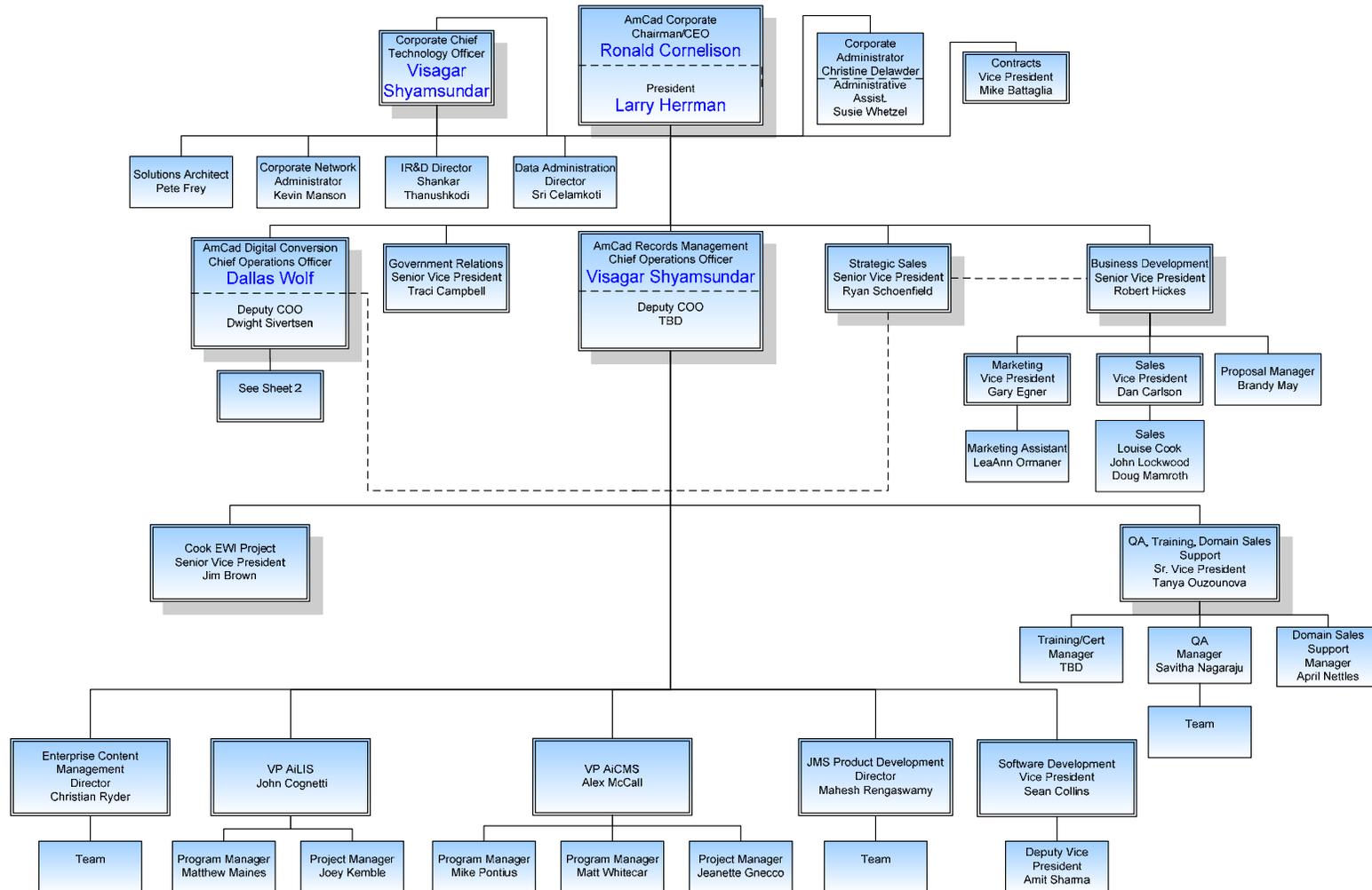
As AOC staff is assigned to the project the Directory will be updated with contact information



Appendix D – Organizational Charts

AMERICAN CADASTRE LLC (AMCAD)

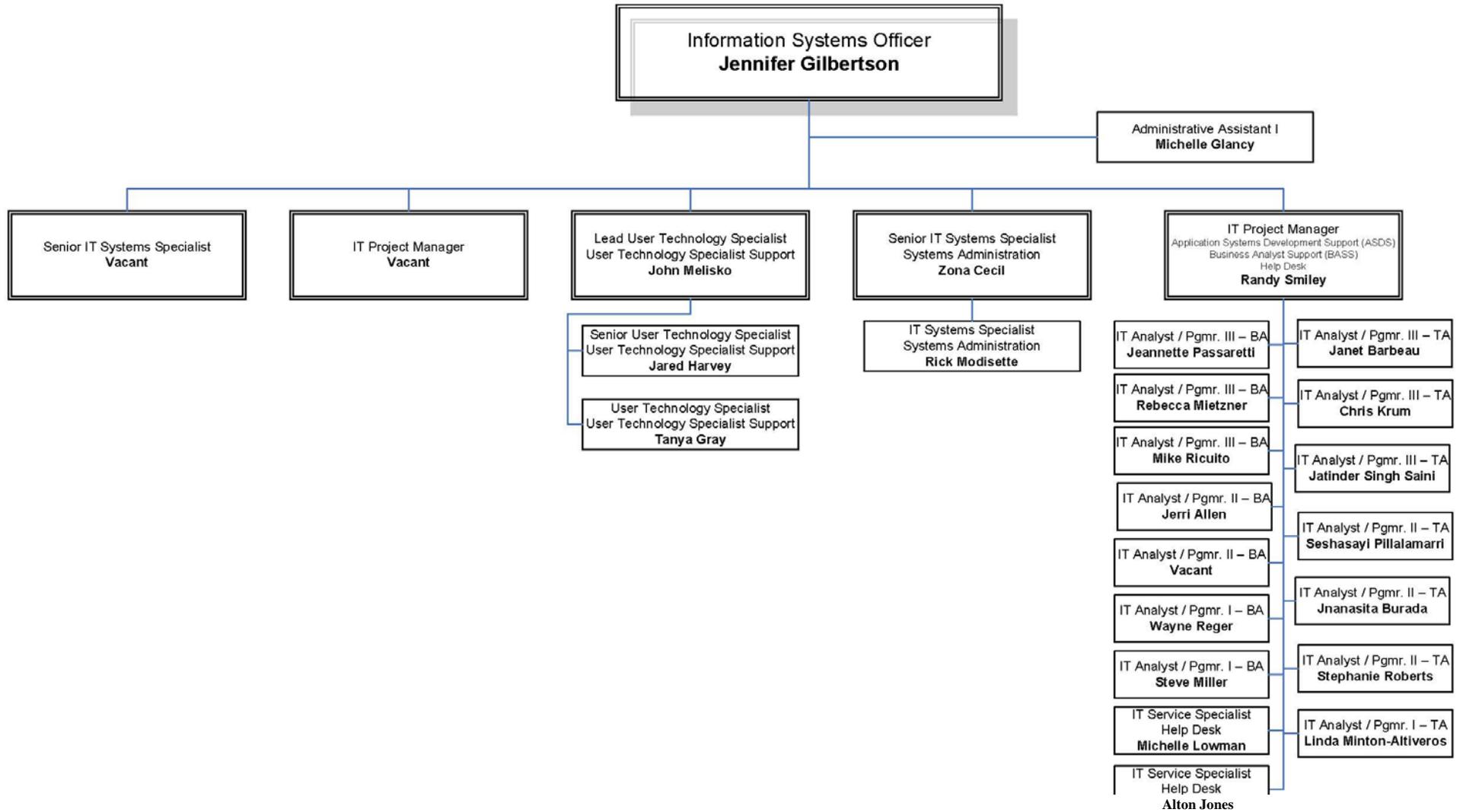
July 1, 2009





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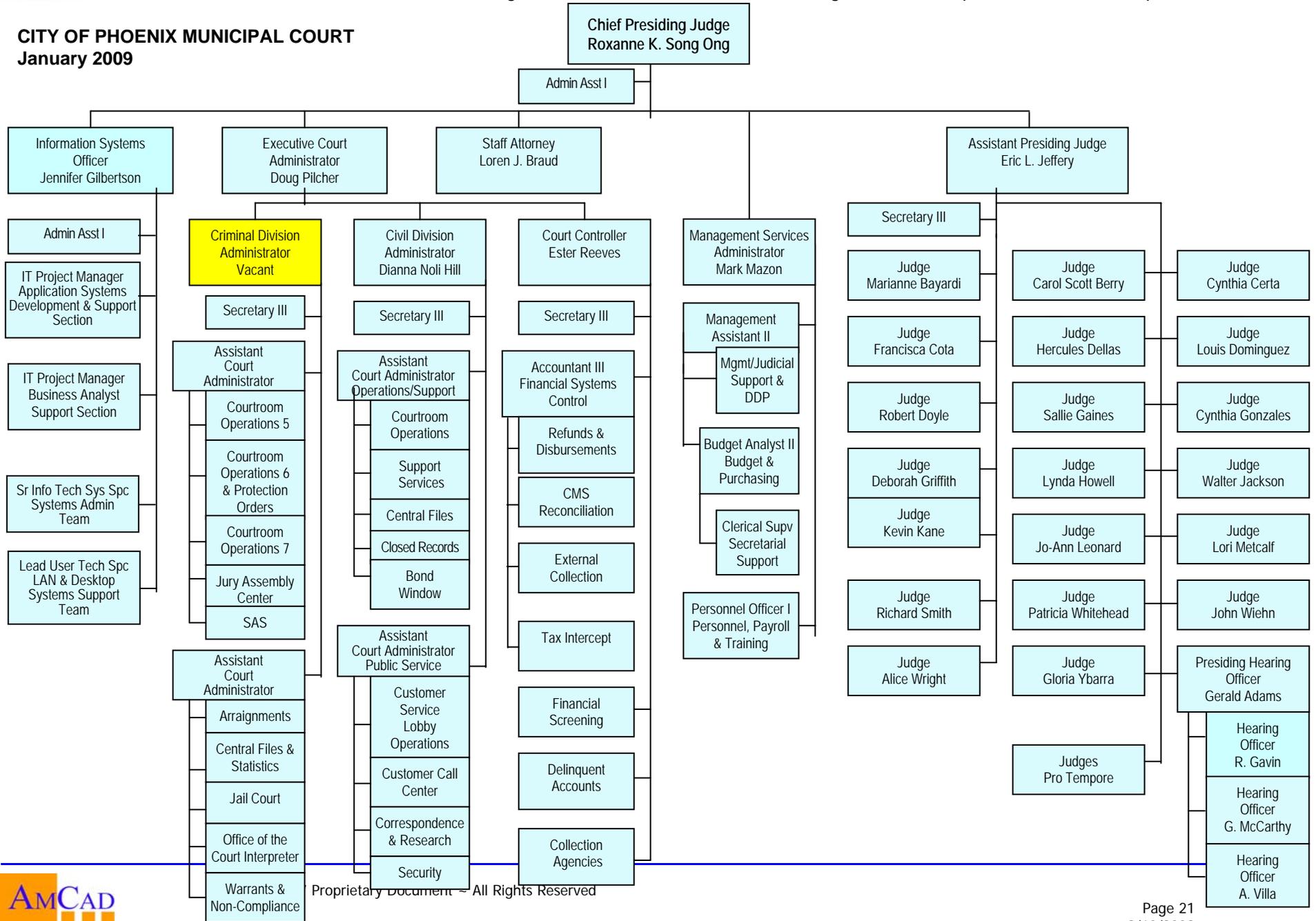
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LJCMS Large Volume Court Communications Management Plan Emphasis: Phoenix Municipal Court

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January 2009



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