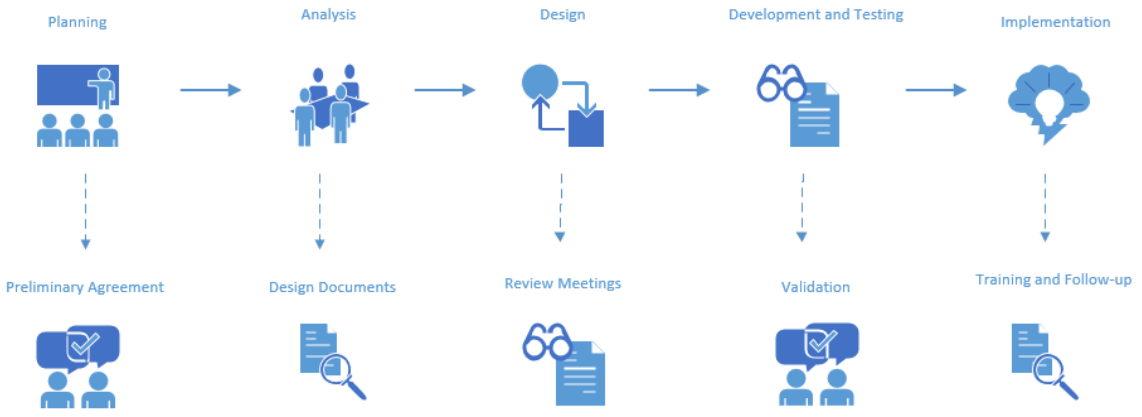




# Administrative Office of Court Consolidated Collections Unit

## Court Enrollment to FARE Implementation Guide

# FARE Program Implementation Overview



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## Management Overview

In a continuing effort to increase the high quality of partnership between the Administrative Office of the Courts (AOC) and the state's courts, the Consolidated Collection Unit (CCU) developed a guide to enroll non-ACAP courts into the FARE Program. Non-ACAP courts are those courts that do not utilize AZTEC or AJACS as their case management system (CMS). The main intent of the guide is to enroll the non-ACAP courts using a standard that provides consistency and organization to the process. This guide communicates the steps necessary for a court to become integrated with the FARE Program and allows their CMS to interface with all of FARE services, including Public Access and Traffic Ticket Enforcement Assistance Program (TTEAP) for MVD registration renewal holds.

The phases of implementation include the following:

*Planning* - CCU introduces the Court to the FARE Program, sets the project team and rolls out the enrollment process to the Court as well as discusses policy issues related to FARE.

*Analysis* – CCU and Court close-read and discuss the business process requirements and technical requirements.

*Design* – Court creates their design documents for AOC review them to ensure the court's analysis of the business requirements correspond to the FARE Program's expectations.

*Development and Testing* – Court programs their CMS to interface with Data Warehouse and CCU works with Court to implement the test strategy to ensure programming meets the FARE Program's requirements.

*Implementation* - AOC validates the court's programming to ensure the FARE programming and transaction environment are ready, then works with the court on delivering the training necessary for the court to manage their participation in the FARE program.

The CCU team's FARE Court Enrollment Guide should provide a level of control and consistency that will increase implementation effectiveness and confidence in the court's ability to enroll in FARE. Effective partnerships with our state's courts are our priority as we work towards our goal of enforcement of monetary court orders.

Candace Atkinson  
Consolidated Collections Unit Manager  
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## Phase: Planning

### AOC/Court First Contact Meetings

This series of meetings' objective is to align on project governance and deliverables. These meetings will include: training on an overview of the FARE Program, identification of the project team and stakeholders, development of a communication plan and shared webpage and discussion of policy decisions regarding FARE and Public Access.

### Overview of the FARE Program

This COJET-accredited training is given to give team members a broad understanding of the FARE Program and its services, including Public Access and TTEAP. It is approximately 60 minutes long and provides a good foundation from which the court can begin to comprehend the FARE Program and be prepared to make some strategic decisions on how they want to implement FARE.

### Communication Plan

The Plan serves as a guide for how the Court and AOC communicate with each other during the enrollment project and contains contacts lists, problem resolution steps and roles and responsibilities. The goal is to give all team members and stakeholders the guidelines for project communication. The plan includes the contact list and meeting schedule as well as a template for the status report.

- The **Contact List** contains the names, points of contact, escalation path, and contact information for all those involved in the project at both the Court and AOC.
- The **Meeting Schedule** outlines the meeting types to be scheduled and who will be invited to participate and is updated with any out of office time for the team members.
- The **Status Report** communicates the current state of the project within a given point in time.
- The **Shared Webpage** is an online repository on the AOC's website where all project documents will be stored on a password-protected page so that team members can access materials at any time.

### Strategic Decisions by Court regarding FARE

The court needs to be aware of various items that might impact their FARE implementation and business processes. The hope is that the issues listed below are discussed and decided upon prior to programming and implementation.

- 1) There is a 2-3 business day lag between the time a payment is made on the FARE IVR and Web website and when the funds are deposited in the court's bank account. The court will need to develop a new process for reconciling these funds. The FARE Program can assist you in getting in touch with other courts to learn how they manage this situation.
- 2) The court needs to determine a minimum balance required to send a case to FARE. The FARE Program Business Process Requirements do not have a minimum required balance. This is a policy decision to be determined by the court.

- 3) FARE does not handle cases with balances over \$100,000. The court will need to determine a process so these cases are not sent to FARE.
- 4) The FARE Program Business Process Requirements requires the court's CMS display and manage the 19% FARE Special Collections Fee as a separate case receivable. Courts need to ensure they have the capability for this prior to FARE programming.
- 5) The FARE vendor manages the FARE website ([www.azcourtpay.com](http://www.azcourtpay.com)). The court needs to determine if and how they plan to use this tool.
  - a. Some courts have only a link from their website to the FARE website. Defendants can make payments on either website.
  - b. Some courts integrate their website with the FARE website. For example, if a defendant with a case in FARE wants to make a payment, the court website automatically redirects them to the FARE website and the payment is made there.
- 6) All cases that are sent to FARE will display on Public Access (with some exceptions). Those cases will remain on display even after the case is recalled from FARE. Only cases that are sealed after being sent to FARE are removed from Public Access. The exception is that if a case has a M (minor) party (for example, the court makes all juvenile defendants a M party and not a D party), then the case will go into FARE but not display on Public Access, as Public Access is programmed to not display M parties. The court will need to determine any policy or process changes they need to implement for this issue.
- 7) The first FARE notice is sent out by the FARE vendor on the court's letterhead. The FARE Program recommends that court's letterhead not contain any judge information so subsequent updates are not needed when personnel changes. The court can determine if a new letterhead file needs to be created solely for the FARE notice.
- 8) Per the FARE Program Business Process Requirements, about 8 weeks prior to implementation, the court will need to complete and submit a FARE Court Profile form. It is recommended that the court review the FARE Profile Form soon and make decisions re: the main FARE contact for the court (in case the AOC/FARE Program needs to contact someone), the name of a FARE mailbox to receive correspondence, the bank account information for FARE deposits to the court, and the number of FARE notices to be sent out weekly.
- 9) The FARE Program requires a charge table that contains the extra fields of Case Charge Type and TTEAP eligibility. These are detailed in the Business Requirements. The court will need to determine a process for creating and maintaining these fields and the tables on a regular basis for when there are legislative updates, new muni codes, etc.

## Phase: Analysis

The analysis phase provides the Court the tools and guidelines they require to successfully enroll into FARE. During this phase, the CCU will have close-read sessions with the Court on the FARE Business Requirements and Information Flow documents so the court gains a true understanding of the prerequisites and obligations required by the FARE Program. The testing strategy and scenarios will also be reviewed so the court can understand what tests will need to be passed and can plan and develop their CMS and automation accordingly. The team will also begin the development of a project plan and assign tasks and timelines. Below is an overview of each document to be reviewed.

- The **Business Requirements** outline the FARE business design and requirements for courts utilizing a CMS's outside of AJACS or AZTEC. It explains what the CMS is to do, the responsibilities of the different entities involved and what they must accomplish in order for the FARE interfaces between the Court, AOC Data Warehouse and Conduent (FARE Vendor) to work in sync, without error.
- The **FARE Information Data Flow Design** provides information on data interfaces, the FARE Transaction Model and table data elements and attributes. This document gives the technical details of how the Business Requirements are implemented and details how the various entities (Court, Data Warehouse, and Conduent) share data for various scenarios such as web payment processing and TTEAP processing. It also contains information on how the transactions should be formatted and describes the various lookup and base tables involved in FARE transactions.
- The **project plan** is a work breakdown structure of the phases, activity and tasks required to complete the implementation. The plan is used in conjunction with the Status report to communicate the state of the project.
- The **testing strategy** outlines the steps in the testing process, as well as provides an extensive list of all the variables and scenarios that need to be tested by the court.

## Phase: Design

During the Design phase, the court will be developing their design documents and the CCU will be reviewing these documents and comparing them against the Business Requirements to ensure the prerequisites for a successful FARE interface are being met. There will be regularly scheduled check-in meetings to discuss progress and provide answers and feedback.

## Phase: Development and Testing

The Development segment is the conversion of the design documents into the CMS and automation solutions that will send cases and transactions to the Data Warehouse and into the FARE Program. There will be regularly scheduled check-in meetings to discuss progress, give updates and demonstrations of work completed and provide answers and feedback.

The Testing segment testing is an essential component of the implementation process as it allows the Court and the FARE program to check the court's programming, find any defects, and correct them

before implementation. This ensures the effective performance of the new functionality added to the CMS and the quality of the interfaces between the CMS and the Data Warehouse. Please see Attachment A for a flowchart of the testing strategy.

The Court will be provided with minimum requirements for testing. These requirements will include a variety of case types, case ages, payment types, case data updates, etc. These requirements are based on the business requirement and data flow documents the Court has been sent in the past as well as special issues the FARE Program has discovered during implementation with other courts. All this will lead to ensuring that bugs are discovered and fixed before implementation. The FARE Program also require the Court's expertise to add tests unique to the Court's case data and application environment.

The testing strategy will also contain some mass case load testing during this process as well in preparation for the final case load to FARE.

The FARE Program will provide the Court with templates and other documentation before the testing process and review them for understanding. Once all requirements have been successfully passed by the Court's testers and the FARE Program's verification process, then we can begin the discussions around training and go-live.

## Phase: Implementation

This phase includes evaluation by the FARE Program that the Court's cases are ready to be added to production FARE and concludes with their transition to production. The Court and FARE Program will mutually decide on a testing strategy and go-live schedule.

### Training Strategy

The Training Strategy details what training will be provided by the AOC to court staff and what expectations the AOC has for the Court training its staff on its CMS. Since non-ACAP courts do not use AJACS or AZTEC, they are the subject matter experts on how their CMS works and are therefore expected to give CMS functionality training as part of the FARE implementation. The FARE Program provides court staff with a high-level overview training on the "why" and "what" of the FARE Program so that court staff understand basic FARE services and data sharing in order to prepare them for their own court's CMS training.

### Go-Live Schedule

The last phase includes the Court and FARE Program developing a schedule for "go-live" for FARE. This schedule will include the transmitting of backlog delinquent cases into FARE, as well as day-forward delinquent cases. Decisions will need to be made on the number of notices to be sent on a weekly basis, the court's advertising of the FARE Program on the website, press releases, etc.

# Attachment A: Testing Strategy Overview

