

Presentation to ITAC

"Arizona's judicial branch has a proud history of service to the public. Arizona's courts serve more than seven million Arizonans from Fredonia in the northwest to Douglas in the southeast. More than five hundred judicial officers and thousands of court employees resolve almost two million cases each year. Our courts have established a nationally recognized reputation for excellence in innovation, judicial administration, and education, which we intend to continue into the future."

Supreme Court of Arizona
Court of Appeals, Division One

August 18, 2021



Project Introduction

Problem Statement:

The project is behind schedule, and we are requesting an extension to complete the project. The new go live date is projected for 10/31/2022. There is no change in scope or funding.

Our vendor, Journal Technologies, Inc. (“JTI”), restructured its company after our project started. The restructuring reallocated key resources assigned to our project and moved them to Australia for a different project. This transition caused our project to fall behind schedule. The project remained behind schedule before COVID but COVID then caused further delay. JTI also experienced a RIF. Additionally, JTI based the original project plan upon their previous experience with trial courts without fully realizing the differences between an Appellate and Trial Court CMS. Since Arizona is the first US Appellate Court JTI has attempted to serve, it has had to develop/configure a customized system as they have not been able to leverage any of their previous products.

Benefit of a New System:

This project replaces a 20 year old, custom-developed, appellate case management system with a COTS (commercial off-the-shelf) product that employs modern, vendor-supported technology. The old system is based on Power Builder, a software development platform that is no longer in use or supported by its original manufacturer. The enterprise appellate case management system (eCourt) is used by the Arizona Supreme Court and the Arizona Court of Appeals, Division One. eCourt is highly integrated and will allow for those Courts’ Clerks, Staff Attorneys and the Justices/Judges to work efficiently within one system. eCourt also has a website to allow users access to court information and filing of petitions/comments through the Rules Forum on the website.

Project Responsibilities

Court

1. Provide Project Management
2. Provide case structure requirements
3. Provide automation (workflow and automated features) requirements
4. Provide integration requirements
5. Provide local environment/reverse proxy for production software
6. Provide data conversion requirements
7. Provide requirements for the website

Shared

1. Groom Requirements
2. Test
3. Data Conversion
4. Document Templates

Vendor/Contractor

1. Provide Project Management
2. Configure/Develop software according to the contract/requirements.
3. Provide a license to use the software.
4. Provide maintenance and support services.
5. Develop/provide integrations.
6. Provide Website for users to access court information.
7. Provide instructions on how to install eCourt software on the Court servers.
8. Provide system technical documentation.
9. Train and provide training documentation.
10. Convert legacy data.

Project Timeline – Go Live 10-31-2022

Task Name	Original Start Date	Original End Date	Revised Start Date	Revised End Date	% Complete	Milestone Health
Phase 1 - Interfaces	10/26/2020		01/04/21	08/18/22	28	
Phase 2 - Data Conversion			01/20/20	8/1/22	46	
Phase 3 - Public Portal			10/11/21	5/24/22	5	
Phase 4 - Process Documentation (Workflow)			01/03/20	2/22/23	29	
Phase 5 - Documents			05/20/19	11/28/22	27	
Phase 6 - Reports and Searches			06/18/21	7/25/23	1	
Phase 7 - Security			02/07/22	7/21/22	0	
Phase 8 - Courtroom			03/23/20	3/25/22	37	
Phase 9 - Case Structure			10/11/21	12/31/21	80	
Phase 10 - Financials			01/03/22	3/28/22	99	
Phase 11 - User Acceptance Testing			07/28/22	9/13/22	0	
Phase 12 - Pre-Go-Live			07/28/22	10/7/22	0	
Phase 13 - Training			05/02/22	10/3/22	0	
Phase 14 - Implementation "Go Live" *Go-Live is followed by a 90 day PGL support tracked under maintenance and operation		6/30/2021	10/17/22	10/31/22	0	

Current Operational Costs

Project Costs by Category	FY19	FY20	FY21	Total
Professional & Outside Services (contractors)	\$101,278	\$881,974	\$359,060	\$1,342,312
Hardware	\$68,047	\$157,879		\$225,926
Software		\$259,812		\$259,812
Communications				
Facilities				
License & Maintenance Fees				
Other Operational Expenditures	\$5,287	\$17,772		\$23,059
Total Operational	\$174,612	\$1,317,437	\$359,060	\$1,851,109

Q & A Session