



February 2020 Status

**Arizona Department of Corrections, Rehabilitation, & Reentry
Arizona Correctional Information System
(ACIS, formerly AIMS2)**

Key Functional Losses

- A number of high impact issues have been worked through, yet difficult ones still remain, further straining operational efficiency.
- Some of the system elements take longer than AIMS due to additional steps and slow system response time.
- System instability when bug fixes, then breaks later.
- Sporadic system issues in Count from workarounds related to change requests that cannot be resolved.
- In January/February, the dust is settling and the system is not nearly meeting basic needs of the agency.
- Doing analysis on practicality of reverting back to old processes and systems to mitigate operational efficiency impacts.

Project Trajectory



State-wide Go Live

- System Stability

- X Are users relying on the new system?
- X Have major bugs been resolved?
- X Are we ready to move into Maintenance and Operation (M&O)?

Functional Status of System Modules

- 3 Modules in a critical condition:
 - Sentence Calculation – 7 High Bugs
 - Visitation – 3 High and 35 Medium (large number of medium causing High impact to operational stability and efficiency)
 - Warrants – 5 High bugs causing havoc, forcing staff to issue manual warrants.
- 7 Modules with High bugs – Transportation (2), Protective Custody (2), Count (1), Programs (2), OMS (2), Classification (1) and Banner (1)
- 30 Modules with no bugs

Bug data updated 2020-02-06 0700

** Critical severity*

Interface and Report Status

- Phones and Commissary – Lingering open issue of data discrepancies caused by the initial data error is still not 100% resolved.
- KeepTrak to BofA – Pay verification with bank is now functioning, allowing the department to avoid fraudulent checks being cashed.
 - Problem took weeks to work with subcontracted vendor and BofA. Verifications were all manual until problem was fixed.
- Report Writers/ Analysts are coming up to speed using the newer database to create high level reporting, like Corrections At a Glance (CAG).

Customer Concerns

- **90-day bug free** – Nagging issues have prevented ADC from validating in a (H/C) bug free system.
- **Defects vs Modification** – A number of functionality issues, not explicitly specified in original design, cannot be remediated until M&O begins.
- **Growing Modification lists** – Significant Modifications/Parking Lot issues are collectively causing significant frustration among customers.
- **System Slowness** – Buffering in some modules causes customer frustration, mistrust, satisfaction and restricts operational efficiency.
- **Data Cleanup** – Problems with retroactively correcting data errors stemming from original defect.
- **Grouping of Medium Bugs** – Several modules have multiple lower severity defects restricting functionality with the module which overall causes a High severity impact.

Updates Since January

- Customer Surveys completed. Pain Points include, System slowness, workarounds and effective communication.
- ADC, with ASET support, is sticking to contract Implementation phase, ensuring the system is stabilized, prior to M&O. Per contract, 90 day support phase prior to M&O; that phase ends 2/28/20.
- Budget is still on track, as approved by ITAC and JLBC.
- Users have integrated new *ACIS Alert* functionality.
 - Alerts spotlights key information about an inmate, such as, identifying them as violent on the front page of the inmate profile.
- Change Management Plan is being adjusted to better communicate valuable information/status to user community.

