

Probation CMS Replacement Project

State of Arizona – Information Technology Division

Change Request

ITAC Meeting April 16th, 2025

Project #AO23001

Agency Vision

Provide Arizona's citizens with an independent, accessible, integrated judicial system, that maintains a high degree of public trust and confidence; serve as an asset to Arizona by dispensing justice, resolving human disputes, and conducting its administrative functions in a fair, equitable and just manner; and operates efficiently and expeditiously.

Agency Mission

Assist the Chief Justice in carrying out the constitutionally prescribed responsibility for providing administrative supervision over the integrated Arizona Court System and support the Chief Justice in providing quality administrative leadership and assistance to Arizona's courts.



Project Team Introduction

Roles Present at ITAC

- Karl Heckart - Chief Information Officer
- Deborah Violette – Senior Consultant Project Manager

Project Introduction

Date/high-level overview of the approved original project investment justification (PIJ):

On 9/21/2022, the Information Technology Authorization Committee (ITAC) approved the original project investment justification (PIJ) for the Probation CMS Replacement Project solution.

This solution replaces the Adult Probation Enterprise Tracking System (APETS) used to manage adult probation cases with a cloud-based platform that will streamline processes and provide visibility between various functional areas within the department.

The amended PIJ spanned 5 years and had development costs of \$5,931,078.

Current Overall Project Health

Budget		On track.
Schedule		<ul style="list-style-type: none">• All other counties are live. Shift made in prioritization of milestones/tracks in order to keep the project moving forward.• Track 2 delayed due to complexity in county requirements, and delays from vendor in development, scoping and bug/defect fixes.
Scope		Due to the complexity of the needs of Maricopa County users for the application, a decision was made to push Track 2 to the end of the project lifecycle, and pull in the other tracks ahead of schedule. Additionally, the initial project scope for Track 2 was designed to be developed by TylerTech, in accordance with the requirements and funding provided by AOC. In the fall of 2024, TylerTech decided to complete the Adult Probation and Pretrial project as part of its investment strategy.
Milestones		<ul style="list-style-type: none">• M-4728 :: Track 2 (Maricopa County)• M-6596 :: Project Close• All other tracks (counties) have been completed
Risks		When the vendor funds software development, it can lead to loss of control, quality compromises, scope creep, extended timelines, vendor dependency, and misaligned incentives, resulting in a product that may not fully meet the needs for an Arizona solution. To mitigate risks maintain regular communication, implement quality assurance processes, and prepare contingency plans.
Issues		When a vendor funds software development, issues can arise, particularly with scope changes and production release requiring enhancements. These include inflexibility with changes, prioritization conflicts, extended timelines, control ambiguities, quality concerns, limited customization, vendor dependency, and communication challenges.

Project Status

High Level Project Accomplishments and Issues

Accomplishments

All other previous phases (referred to as "Tracks") of the project have successfully completed, and users are live in 14 counties. Track 2 requirements for Maricopa have been clarified and determined, paving the way for planning and design to complete Track 2. Progress amidst complexity.

Concerns

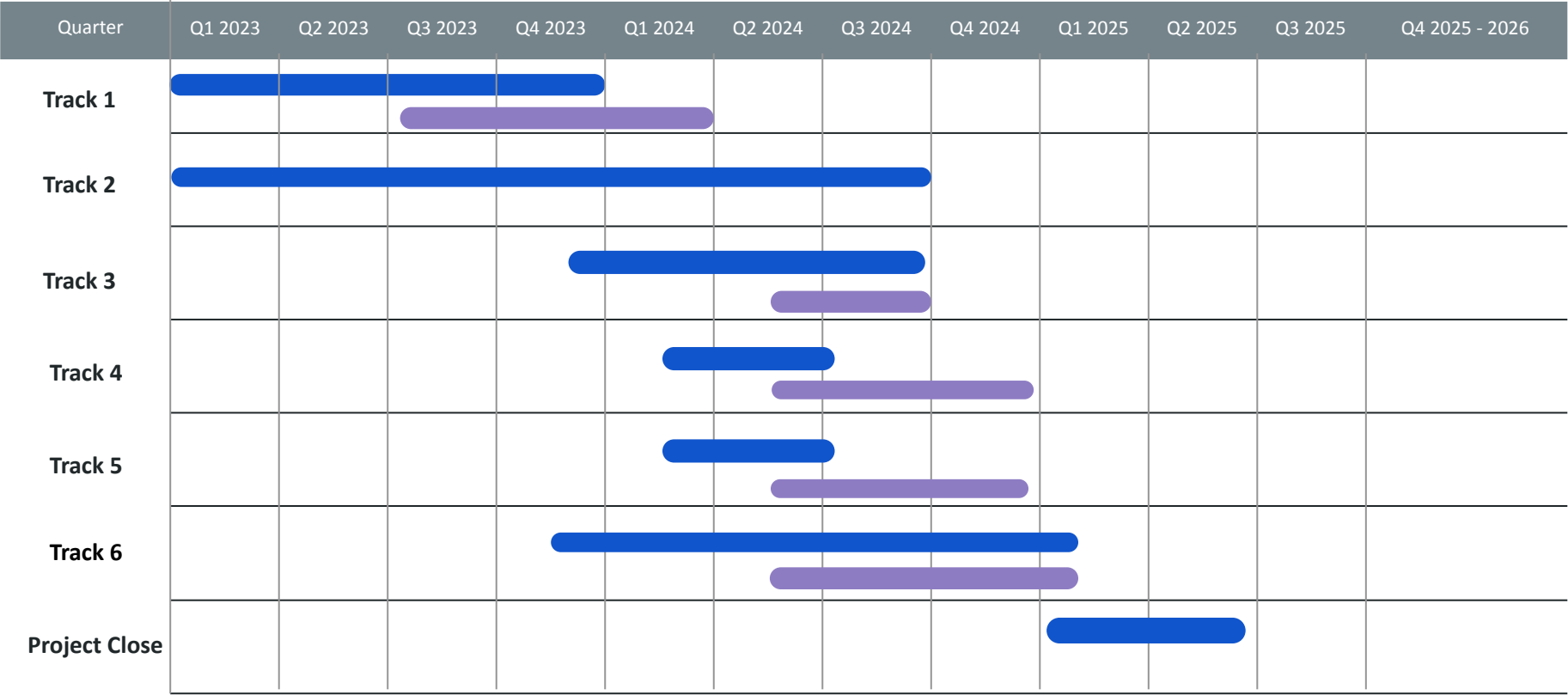
Track 2 of the project has faced hurdles, such as the determining scope for the system to support all counties, finalizing the project timeline, vendor resource availability, and the need to support 37 feature enhancements for Maricopa, crucial to sustain current staffing models.

Plan of Action

The Administrative Office of the Courts will be returning to ITAC with a Change Request once they have all necessary information from the vendor.

Project Timeline (Current)

- Current
- Actual



Financial Burndown Chart

Current burndown for Project

Project Budget: \$21,490,033
Expenditure to date: \$9,927,178
Budget Remaining: \$11,562,855

Project Start Date: 11/01/2022
Current Project End Date: 5/17/2025

Budget	SFY 2025									
	FY2023	FY2024	July	August	September	October	November	December	January	February
Baseline Projection	3,139,276	4,793,126	34,930	152,374	152,524	169,440	3,122,248	161,602	152,524	152,524
Actual	2,569,620	3,701,529	26,087	31,306	72,336	131,340	3,036,004	54,686	108,584	195,686
Variance (\$)	569,656	1,091,597	8,843	121,068	80,188	38,100	86,244	106,917	43,940	(43,162)
Variance (%)	18%	23%	25%	79%	53%	22%	3%	66%	29%	-28%

Q & A Session