April 2020 Status

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

Project Trajectory

State-wide Go Live

- System Stabilization Phase

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

Functional Status of System Modules

- 0 Critical bugs
- 0 High bugs
- 36 of 40 Modules with 197 total Medium/Low bugs
- Modules moved to Manual Process:
  - Property
  - IR (Incident Report)

Bug data updated 2020-04-01

Interface and Report Status

- Interface services
  - Medical transaction errors persist, causing ADCRR IT to manually reprocess
  - Gap data is being manually processed in Enforcer (CenturyLink)

Key Functional Concerns

- System and Operational issues, caused by
  - 20% unsuccessful bug “fix” rate
  - Bug “fixes” that inadvertently introduce new problems to interdependent functions within the system
  - Operational inefficiencies causing a negative user experience
- A number of high impact issues have been worked through, yet difficult ones still remain, further straining operational efficiency.

Customer Concerns

- **Bug free** – Nagging issues continue to prevent ADCRR from validating in a 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 (384 total; 56 critical per Operations Management) are collectively causing significant frustration among customers.
- **System Slowness** – Buffering issues have improved to tolerable levels.
- **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.
    - 30+ Bugs in each : Community Corrections, Visitation, Reports

Parking Lot issues data from 2020-04-01

Updates Since March

- ADCRR and ASET continued to with the vendor to establish the path of transition from implementation to M&O.
- Budget is remains on track (unchanged), as approved by ITAC and JLBC.
- A site visit was performed at a complex as part of gap analysis step.

CORRECTIONS
ADC
ACIS
ARIZONA CORRECTIONAL
INFORMATION SYSTEM