



March 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
- 4 High bug – Modules: Classification, Count, RMS, Sentence Calc
- 27 of 40 Modules with 229 total Medium/Low bugs
- Modules moved to Manual Process:
 - Property
 - IR (Incident Report)
 - CenturyLink Enforcer Interface

Bug data updated 2020-03-03 from weekly report

Interface and Report Status

- Interface services now stable
- Medical transaction errors have been pushed to ADC IT to manually reprocess
- Commissary and Phone issues resolved in February

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 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. Joint efforts have led to some breakthrough improvements.
- **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 February

- Stemming from the user feedback, we are planning on performing Gap Analysis to address pain points
- ADC and ASET are working with the vendor to establish the path of transition from implementation to M&O.
- Budget is still on track, as approved by ITAC and JLBC.

