

Probation CMS Replacement Project

State of Arizona – Arizona Supreme Court Change Request

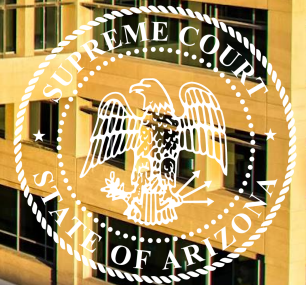
December 13, 2023

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 – Arizona Supreme Court, Chief Information Officer
- Shanda Breed – Arizona Supreme Court, Director of Adult Probation Services Division
- Joseph Kelroy – Arizona Supreme Court, Director of Juvenile Justice Services Division
- Amy Stuart – Arizona Supreme Court, JJSD Project Manager
- Nila Pittam – Arizona Supreme Court, IT Project Manager

Project Introduction

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

On *September 21, 2022*, ADOA ASET approved the original project investment justification (PIJ) to procure the *Probation CMS Replacement Project* solution.

This solution:

- Is a cloud-based system that provides a single comprehensive CMS solution for **Adult** Probation and **Juvenile** Probation
- Provides full **case monitoring** and **reporting** capabilities
- Provides **mobility** so that officers can access system data while in the field; this also includes offline capabilities
- Provides the ability to scan and store **imaged documents** and electronic files
- Offers **secure online portals** for client/officer communications and for provider interactions

Prior to purchase, AOC and statewide stakeholders engaged in the established vendor selection process for proposals received in response to RFP 21-03. At the end of the proposal evaluation period, Tyler Technologies' case management system was selected as the solution that would best serve the probation needs of the state.

The original PIJ spanned *through November 2027* and had development costs of \$7,642,335.

Project Change Request Overview

What in the PIJ is changing?:

- X Timeline (shortened)
 - From November 2027 to May 2025
- X Scope
 - Descoping all Juvenile Probation Tracks / Components
- X Budget (lessened)
 - Development From \$7,642,335 to \$5,931,078
 - Operational From \$16,362,661 to \$14,410,497

What initiated this change?:

- *The Court recently received Juvenile funding, thereby affording the opportunity for the Juvenile Probation project effort to begin earlier than initially projected, running simultaneously to the Adult Probation project efforts.*
- *The Adult and Juvenile Probation projects will now run as separate projects and be reported on separately to ITAC.*

Revised Project Scope (if applicable)

Identify any change in scope and possible benefits:

AO23001 was originally presented to ITAC in September 2022. At that time it was presented as the Adult Probation project effort beginning first (approved by ITAC) with the Juvenile Probation project beginning after the Adult project and subsequent stabilization period concluded (**represented only in years 4 and 5 of the timeline/project costs**).

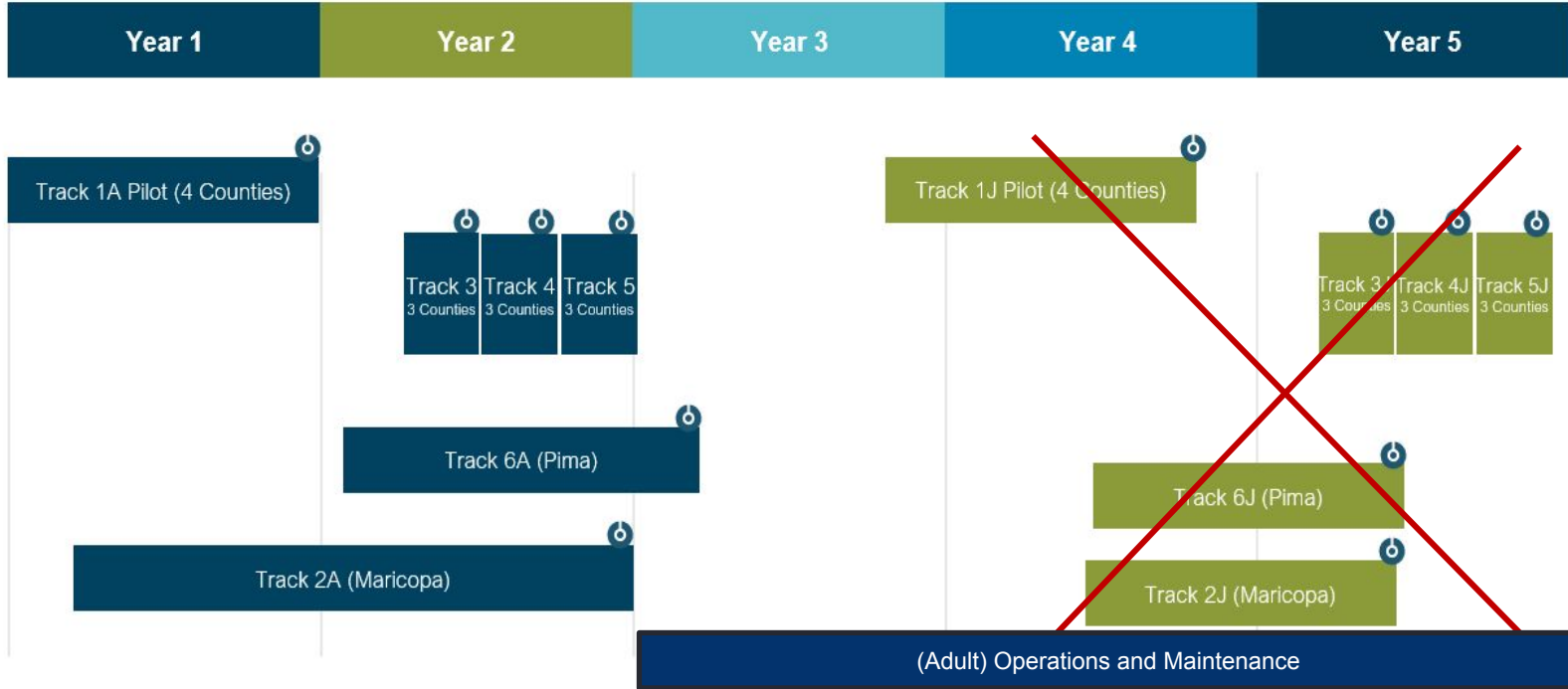
Due to Juvenile funding that the Court recently received, it was determined that the Juvenile Probation project effort could begin earlier than initially projected (thereby implemented sooner statewide) and would run while the Adult Probation project effort is still in progress.

- *The Juvenile project teams on both the Court's side and vendor's side are separate teams than the teams that are currently assigned to and working on the Adult project.*
- *The funding and costs for the Juvenile project need to be tracked separately from the funding and costs for the Adult project.*
- *The Juvenile Probation project is being submitted to ITAC under PIJ SP24002, as Adult and Juvenile will now run as separate projects and be reported on separately to ITAC.*

This change request is to remove the Juvenile Probation tracks and components from the Adult Probation PIJ AO23001.

Project Timeline

Original Timeline for Solution – Change Request to Remove Juvenile Probation Tracks



Original Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	\$1,525,419	\$1,525,419		\$469,360	\$469,360	\$3,989,558
Hardware						
Software						
Communications						
Facilities						
License & Maintenance Fees	\$1,185,782	\$2,371,563	\$2,969,724	\$4,342,557	\$5,222,194	\$16,091,820
Other Operational Expenditures	\$796,002	\$898,456	\$745,914	\$690,396	\$792,850	\$3,923,618
Total Development	\$3,507,203	\$2,423,875	\$0	\$1,241,897	\$469,360	\$7,642,335
Total Operational		\$2,371,563	\$3,715,638	\$4,260,416	\$6,015,044	\$16,362,661

Amended Project Costs (if applicable)

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	\$1,525,419	\$1,525,419				\$3,050,838
Hardware						
Software						
Communications						
Facilities						
License & Maintenance Fees	\$1,185,782	\$2,371,563	\$2,969,724	\$3,570,020	\$3,677,121	\$13,774,210
Other Operational Expenditures	\$796,002	\$898,456	\$745,914	\$581,295	\$494,860	\$3,516,527
Total Development	\$3,507,203	\$2,423,875	\$0	\$0	\$0	\$5,931,078
Total Operational		\$2,371,563	\$3,715,638	\$4,151,315	\$4,171,981	\$14,410,497

Q & A Session

Recommended Conditions

ADOA-ASET Conditions

1. Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.
2. Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on January 15, 2023.
3. Prior to system production environment launch or go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.