LJCMS Large Volume Court Project Work Plan: Emphasis Phoenix Municipal Court

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DOCUMENT REVISIONS

Version	Date	Editor	Description of Change
1	06/22/09	J. Gnecco	Document Submitted to PMC
2	08/11/09	J. Gnecco	Document edited per PMC feedback/response documents and re-submitted to PMC
3	08/19/09	J. Gnecco	Document edited per PMC BA feedback document of 8/17/09
4	09/03/09	J. Gnecco	Updated page 25 Deliverable/Milestone Dates per Project Schedule; Re-submitted to PMC
5	09/10/09	J. Gnecco	Updated page 25 Deliverable/Milestone Dates per Project Schedule; Re-submitted to PMC

LJCMS Large Volume Court Project Work Plan Acceptance Signoff

This LJCMS Large Volume Court Project Work Plan represents a Project Deliverable defined in the terms of the LJCMS Large Volume Court Project Plan and Contract, #125745, Appendix A-Work Order.

The undersigned are the authorized representatives of the party on whose behalf they are signing to accept this LJCMS Large Volume Court Project Work Plan.

Accepted and Agreed To:

AMCAD	**Phoenix Municipal Court**
By: _____	By: _____
(Authorized Signature)	(Authorized Signature)
_____	_____
(Print or Type Name)	(Print or Type Name)
_____	_____
(Title)	(Title)
_____	_____
(Date of Signature)	(Date of Signature)

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INTRODUCTION

Note: The acronym "AJACS" (Arizona Judicial Automated Case System) was created by the Arizona Administrative Office of the Courts (AZ AOC) for the General Jurisdiction (GJ) Courts project. The use of "AJACS" in this document is specific to the GJ project or named documentation created for the AZ AOC, and is not associated with the Large Volume Court LJCMS project.

Purpose of Plan

The LJCMS Large Volume Court Project Work Plan, also referenced herein as the Project Plan will provide a definition of the project, including the project's goals and objectives. Additionally, the Plan will serve as an agreement between the Phoenix Municipal Court, *hereinafter known as* **PMC**, and American Cadastre, LLC, d/b/a/ AmCad, *hereinafter known as* **AmCad** and as a template for the Arizona Large Volume Limited Jurisdiction courts which include Mesa, Tucson, and Scottsdale Municipal Courts.

An executive level manager should be able to perform a brief inspection of the project plan and easily:

- Learn the purpose of the project
- Discover the business and project goals and objectives
- Clearly discern the project scope and expectations
- Understand the project constraints, assumptions, and dependencies
- Know who will be working on the project and their associated responsibilities
- Evaluate an estimate of the time and costs involved with completing the project
- Be aware of what risks have been identified for the project and the project team's response
- Know how the quality of the processes and product of the project will be managed

The project plan is a "living" document initially written in the planning phase of the project life cycle and updated as more information is gathered (e.g., requirements, detailed design components and risks) and as changes are approved.

Project Approach

The following is an outline of the recommended project roll-out process including

the highest level milestones:

- Phase 1: Project Planning

    - Deliver Implementation Strategy

    - Deliver Project Work Plan

    - Deliver Project Schedule

    - Weekly Status Reports through 06/30/09

    - Deliver Data Conversion Assessment Report

    - Deliver Data Exceptions Report

- Phase 2: Requirements Validation and Analysis

    - Pre-gap training

    - Deliver System Requirements Specification – Supplemental Gap

    - Deliver Requirements Traceability Matrix – Supplemental Gap

    - Deliver Hardware Configuration Plan

- Phase 3: Design

    - Deliver Internal External Design Document – Supplemental Gap

    - Deliver Interface Strategy Document

    - Deliver Logical & Physical Database Design

- Phase 4 Data Conversion

    - Deliver Data Conversion Plan

    - Conversion Iterations #1, 2, 3, 4

- Phase 5: Testing, Training, and Configuration

    - Deliver New features from Supplemental Gap Sessions to Test Environment

    - Deliver Testing Strategy Document

    - Deliver Completed Test Scripts

    - User Acceptance Agreement of Critical & very High Defects Only

    - Deliver Training Needs Assessment (Matrix) to PMC

    - Deliver Training Schedule

    - Deliver Training Plan

- – Deliver Training Documentation
- – Conduct Training
- Phase 6: Deployment
    - – Deliver Successfully Converted Data
    - – Deliver Live Production System
    - – Post Implementation Support

At this time it is not known and has not been determined whether the AZ AOC or AmCad will provide implementation services to the other large volume LJ courts. Therefore, all references to items contained in the Professional Services (Project Management, Installation Services, Data Conversion and Training) and all other sections of this document are specific to PMC only unless indicated otherwise.

GLOSSARY

- **ACAP** – Arizona Court Automation Process

- **Acceptance Test Plan (ATP) –** Document that details the plan for acceptance testing, how deficiencies will be tracked and defined, and the criteria for system acceptance. The Acceptance Test Plan (ATP) is an **AmCad Team** Deliverable.

- **AiCMS –** AmCad Integrated Case Management System

- **AZiCMS –** Arizona Integrated Case Management System

- **AZ AOC –** Arizona Administrative Office of the Courts

- **CCB –** Change Control Board

- **Data Conversion Services -** Services that include developing a data conversion plan, extracting data from the legacy system, performing testing and exception reporting, and importing valid data into the new system.

- **GJ** – General Jurisdiction

- **JAD** – Joint Application Design. Refers to joint workshops held to perform detailed analysis and screen design.

- **LJ** – Limited Jurisdiction

- **LJ AJACS** – Limited Jurisdiction Arizona Judicial Automated Case System

- **LJCMS** – Limited Jurisdiction Case Management System

- **Other large volume LJ courts –** Tucson, Scottsdale, and Mesa Municipal Courts

- **PMC** – Phoenix Municipal Court (PMC)

- **Requirements Traceability Matrix (RTM) –** A document that identifies how requirements are related to software development deliverables and to other requirements and shows the related requirements and the forward and backward lineage to project deliverables.

- **Supplemental System Design Document (SSDD)** – Document that details the exact requirements, business rules and screen design of the new, proposed system.

- **Supplemental System Requirements Specification (SSRS) –** Detailed requirements listing for the proposed system; every system requirement must be delivered, and demonstrated to be functional prior to system acceptance.

- **Training Documentation –** Training materials are a set of instructions and "lab exercises" for the purposes of training end users that will also be helpful as a User's Guide.

- **Training Plan** – Document that details the plan for training PMC staff on AZiCMS

VISION

To continue to be the leader among courts in serving both internal and external customers efficiently, effectively, and productively utilizing the best technology that will take us through the next decades.

GOALS AND OBJECTIVES

Business Goals and Objectives

The business goals and objectives for this project will focus on implementing technology that:

- Is cost effective
- Is able to be implemented with minimal risk
- Is scalable, flexible, and open
- Provides an intuitive, easy to use interface
- Provides the public with web-based access to real-time information
- Uses proven technology
- Is accessible, responsive, effective and efficient
- Eliminates redundant data entry
- Provides high level of data security
- Facilitates coordination and information sharing both internal and external to participating organizations
- Implements technology that meets the current functional business operations of court, allowing the court to serve the current number of customers using the current number of court staff

Project Goals and Objectives

The purpose of this project is to combine the large volume court expertise of PMC, and the other large volume LJ courts, with AmCad's expertise in development and management of its Integrated Case Management System (AiCMS) and AZ AOC's expertise in statewide case management systems to deploy the Limited Jurisdiction large volume court statewide case management system (AZiCMS) to PMC and other large volume LJ courts.

- Ensure that PMC, and other large volume LJ courts, have input into the design process for large volume limited jurisdiction courts
- Accomplish project business goals and objectives within defined budget and time parameters
- Minimize impact to standard business operations

SCOPE

Definition

AmCad will provide PMC (and possibly the other large volume LJ courts, Mesa, Tucson, and Scottsdale Municipal courts) with court case management software, developed in conjunction with the AZ AOC, specifically for the Arizona Limited Jurisdiction Courts.

The LJ AJACS Internal/External Design Document prepared for the AZ AOC LJ Courts project has been used, jointly by AZ AOC and AmCad, to determine the gap items and the schedule to complete those items. The resulting software modifications shall be delivered in intervals per the agreed upon schedule with the AZ AOC (7/1/09, 8/31/09, 10/21/09, and 12/31/09), unless otherwise altered by the AZ AOC and AmCad. Delivery and acceptance of the modifications necessary to complete the LJ gap items will be the result of successful testing criteria and sign off by both AZ AOC and AmCad specifying that the modifications comply with the design document.

The schedule for completion of software modifications for PMC and the other large volume LJ courts, resulting from the forthcoming PMC/large volume LJ courts supplemental gap sessions, shall be determined jointly by AmCad and PMC. Delivery and acceptance of these supplemental modifications will be the result of successful testing criteria and sign off by both AmCad and PMC and subject to the LJCMS Steering Committee approval.

LJ specific interfaces that AmCad will create include the E-Citation/Photo Enforcement interface as indicated in the LJ AiCMS Internal/External Design document. Other interfaces that may be of interest to the LJ courts are FARE, TTEAP, TIP, MVD, and ADRS which are being developed for the GJ courts in conjunction with the AZ AOC. AmCad will work with PMC staff to determine a strategy for the development of local agency interfaces.

This project shall be implemented utilizing the Arizona-specific limited jurisdiction court case management system (AZiCMS). AmCad shall make programming modifications to its software, per the LJ AJACS Internal/External Design Document and per the requirements from the forthcoming PMC/large volume LJ courts supplemental gap sessions, to accommodate the needs of the large volume LJ courts. Once all modifications have been completed, tested and accepted, PMC implementation shall occur.

Professional Services

Professional Services shall include Project Management, Training Services, Data Conversion Services, and Implementation Services. Additional services are available currently at the hourly rate of $125.00 plus expenses (hourly rate subject to change based on agreement between AZ AOC and AmCad).

Professional Services included in this contract/Project Plan include:

- Project Management services
- Software customization
- Data conversion services (extent is dependent upon optional services selected by PMC)
- Training Services
- Implementation and Installation Services

Project Management

A project must be well managed in order to achieve the desired outcome. Project Management is the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements i.e. the art of getting things done. The AmCad Project Management Team will conduct the following exercises to help ensure a successful project outcome:

- Detailed Project Planning and Execution
- Frequent Internal Reviews
- Automated Tracking and Management of Project Fundamentals
- Integration Management
- Communications Management
- Risk Management
- Change Management and Version Control

Installation Services

Included are 198 days of training and implementation services. The following activities will be performed by AmCad during the onsite installation process:

- Training:
    - Pre-Gap Training (10 days)
    - Train-The-Trainer (30 days)
    - Technical Training (SQL, VMware) (10 days)
    - Assistance with End User Training (55 days)
    - Mock Go-Live (5 days)
- System Deployment (4 days)
- Transition Maintenance (30 days)
- Configuration Assistance (54 days)

Data Conversion

The data conversion plan shall include the conversion of PMC source data in accordance with the data definition provided by PMC. The number of Data Conversion Assessment Reports and Exceptions Reports will be based on the number of data iterations.

The AZ AOC may request conversion services to be provided by AmCad for the other large volume LJ courts. Individual large volume LJ courts may also negotiate services with AmCad to convert data currently held in AZTEC or systems other than AZTEC that are outside the scope of this project plan.

Objectives

- Convert the data into the new case management system based on the data conversion plan developed by AmCad in consultation with PMC.

- Identify source data needed to populate the identified target tables/files.

- Identify areas where source data requires cleanup and provide necessary feed back to PMC to help clean up the source data.

- Minimize the number of conversion programs required by identifying common processes and components that can be utilized post implementation. Also, utilize program templates to ensure quality and consistency of conversion programs.

- Establish and adhere to the CMS Project Plan timeline regarding conversion design, construction and integration testing.

- Work with PMC to identify and perform conversion dry runs.

- Communicate with data owners (i.e., data conversion stakeholders) regarding data conversion strategy and status of implementation efforts.
- Conversion of closed scanned OnBase images (ability to convert images is based on AmCad's review of sample images and OnBase index data).
- Alter AmCad data model when and where necessary to Accommodate PMC functionality and data

Approach

PMC prefers to lead the conversion efforts on site with the on-site assistance and expertise of AmCad staff. PMC shall deliver legacy source data to AmCad as a single SQL 2005/2008 database (SQL Staging Database). AmCad shall provide:

- Data Conversion Assessment Report(s)
- Data Conversion Exceptions Report(s)
- Data Mapping Assistance
- Logical and Physical Database Design Document
- Data Conversion Plan
- Conversion Dry Runs (3)
- Conversion Review with PMC
- Successfully Converted Data

The following approach will be used to convert existing legacy data and address automated and manual tasks:

- Define functions and data used in the legacy system
- Define functions and data used in the new system
- Identify input and output interfaces
- Determine security rights
- Determine data conversion requirements
- Map data from legacy system to the new system
- Perform data clean up
- Ensure integrity of edits and validations in the new system
- Establish and test set-up data and configurations
- Identify data reconciliation checkpoints

Process

The Data Conversion team will work on the conversion process based on the following iterations. These iterations are subject to change based on AmCad's assessment of data:

- Case/Citation Creation
- Event Creation
- Receivable Creation
- Receipting
- Scheduling
- Disbursement Processing
- Sentencing

Training Services

The AmCad Team clearly understands that the many benefits of the AZiCMS system would be unattainable without timely and effective training for the system users. Our teaming of people with information systems and instructional technology experience has proven to be an effective approach for delivering quality, role based training that meets the fast-paced launch of new technologies. This approach also improves performance in the workplace through effectively designed training documentation.

Partnering with PMC Training staff, and employing a Train-the-Trainer approach, the PMC will be able to develop internal staff that can provide continuous AZiCMS training and support services to its court. The development of a Training Plan and Training Materials by the AmCad project staff are included in this project as well as assistance with on-site end user training.

The approach to training and documentation focuses on streamlining training content to include only the information required to perform each role/task effectively. This approach ensures that the training is focused on improving end user performance and supporting its business goals, performance targets, and metrics.

The major phases of the standardized AZiCMS Training Process include:

Phase	Description	Notes
Phase 1	Training Assessment	Conduct planning sessions with PMC staff, conduct training needs evaluation, issue course curriculum outlines, and finalize training strategy. Issue Training Plan.
Phase 2	End-user pre-requisites	Issue results of training needs evaluation; schedule and conduct pre-requisite end-user training (Basic computer skills, windows, etc.)
Phase 3	Modify Existing and/or Develop new Training Materials	Collect source material, develop preliminary materials, develop draft materials, and finalize and deliver training materials.
Phase 4	Training Preparation	Populate training database and conduct Train the-Trainer sessions. Conduct application and system administrator training for PMC training staff. Finalize training delivery schedule, including the assignment of lead trainers and assistant AmCad staff

Phase	Description	Notes
Phase 5	Pre Go-Live Training	to each session. Conduct application training. PMC lead trainers deliver role-based training to end-users, and provide training evaluations and quizzes.
Phase 6	Mock Go-Live	Staff to run through business processes in AZiCMS to identify and correct any inconsistencies with processes or configuration
Phase 7	Post Go- Live End User Support	Provide support to PMC end users to allow for the transition of PMC experts to become the first line of support

The AmCad Team has developed a comprehensive training approach that will address all aspects of the new AZiCMS system for the large volume LJ courts, for system administrators, super users, technical staff, accounting/bookkeeping staff and end-users. The Training Plan includes formal course instruction in:

Training Task and Session	Training Deliverable	Description
Produce and Submit for Approval Training Plan	Training Plan	Includes training scope, tasks, technical approach, staffing, and schedule;
Conduct Training Needs Assessment	Training Needs Summary	Assess current skills of end-users, and provide recommendations for training prerequisites.
AZiCMS System Set-Up Configuration	AZiCMS Systems Configuration Guide	Delivery of the AZiCMS system configuration, technical in nature; inclusive of Database Set-Up training; these are designed as "labs" where the production system is set up by the system administrators responsible for the technical configuration with guidance of the AmCad staff;

Training Task and Session	Training Deliverable	Description
AZiCMS System Set-UP (AVT) Administration (AVT)	AZiCMS Systems Administrative Guide	Delivery of the AZiCMS system administration training designed for AVT set-up; these are designed as "labs" where the production system is set up by the system administrators for the Added-Value Table training with the guidance of AmCad staff;
Train-the-Trainer Course and Delivery *		Delivery of Train-the-Trainer selected trainers/super users. Will address classroom preparation, and training basics;
AZiCMS End-to-End Application Training	AZiCMS Training Guide	* Pre-requisite is Train-the-Trainer Training Session; Delivery of the AZiCMS classroom instruction to the selected lead trainers; Note: AZiCMS Train-the-Trainer is a Pre-requisite
AZiCMS Systems Training	AZiCMS Users Guide	These materials will consist of detailed steps, screen shots, examples, and notes and will include lab exercises to enhance the participant experience; the AmCad Training Team will provide modular training materials for delivery of these courses
AZiCMS Orientation Training *	AZiCMS Users Guide	Delivery of the AZiCMS High-Level Overview training for Familiarization Training for End-Users who need to know the working of AZiCMS; however, they do specialized tasks, such as Cashiering, whereby, this end-user group will also receive Specialized Functional Training;
AZiCMS Specialized Functional Training	AZiCMS Users Guide	* Pre-requisite AZiCMS Orientation Training; Designed to emphasize specialized functional training for task oriented training;
Intake/Case Initiation	AZiCMS Users Guide	Case Initiation Processing

Training Task and Session	Training Deliverable	Description
Event Processing	AZiCMS Users Guide	Case Event Management Processing (Register of Action) Functionality
Tickler and Alert Training	AZiCMS Users Guide	Case Ticklers and Alerts Processing
Document(s) Training	AZiCMS Users Guide	System and Case Document Set-Up and Processing
Scheduling	AZiCMS Users Guide	Case Scheduling Set-Up and Processing
Bond Management	AZiCMS Users Guide	Bond Management, inclusive of Bond Company, Bond Agent Set-Up and case processing
Cashier/Receipting	AZiCMS Users Guide	Financial Management Case and Miscellaneous Training
Case Administration	AZiCMS Users Guide	Case Administration Rights - Roles and Responsibilities
System Utilities	AZiCMS Users Guide	Case Utilities, inclusive of Batch Processing (Printing, Scanning);
AZiCMS Accounting	AZiCMS Financial Management Guide	Delivery of Back-office Accounting classroom instruction to PMC bookkeepers and selected accounting staff;
AZiCMS Case Management Reporting Utility Training	AZiCMS Reporting Utilities Training	Delivery of AZiCMS Reports classroom instruction to selected PMC and court managers, supervisors, and system administrators;
Knowledge Transfer	On-Going	Deliver all files, templates, and supporting materials to the PMC; provide training to the PMC staff to maintain and deliver training materials, and maintain the training database.

*Denotes pre-requisite classes

Note: The above training plan is a tentative plan. It is anticipated that the above plan may change based on the following:

- **PMC's desire to perform role based training**
- **the LJ specific modifications that are currently being developed per the *LJ AJACS Internal/External Design Document***
- **any modifications resulting from the forthcoming PMC supplemental gap**

sessions.

Items Beyond Scope

The following are beyond the scope of this project:

- OnBase Active Case Imaging Project
- Development of local agency interfaces i.e. PPD, NSD, DSD, Streets, etc.
- Desktop configuration for production environment
- Assistance with training of outside agency staff
- Assistance with business process modification of training documentation
- All items specifically not listed as in scope are beyond the scope of the project

CONSTRAINTS, ASSUMPTIONS, AND DEPENDENCIES

The following constraints and/or assumptions have been identified:

- The large volume LJ courts will procure hardware as recommended by the AmCad Team to support the implementation of the new solution.

- Total project costs exclude all recommended/required hardware and software costs (servers, scanners, printers, workstations, cash drawers, check endorsers, etc. and MS Office, MS Word, MS .Net).

- The large volume LJ courts will procure anti-virus software for all client PC's running AZiCMS.

- PMC agrees to make available the resources required to complete project tasks in conformance with the timetable defined in the Project Schedule at no charge to the AmCad team. The large volume LJ courts agree not to unreasonably withhold or delay the provision of any agreement, acceptance, information, assistance or other resource required, or requested, by the AmCad Team.

- The large volume LJ courts will promptly respond to requests for and make available to the AmCad Team all non-confidential data, records, documentation, reports, written materials, and other information, which may be deemed necessary to perform the work described herein.

- The large volume LJ courts shall assign specific managerial, technical, and Subject Matter Experts (SME's) as reasonably requested by the AmCad Team to participate in the activities of the project, including interviews, review of deliverables, and project administration.

- The large volume LJ courts shall facilitate introductions and arrange meetings with all SME's, including non-PMC personnel who may be needed to participate in the project.

- The large volume LJ courts shall make and communicate decisions regarding project issues in a timely matter.

- The large volume LJ courts staff named in this Project Plan shall promptly fulfill and perform all of the tasks and obligations assigned to them in this Project Plan and the current Project Schedule.

- The AmCad Team agrees to provide at least a one-(1) week prior notice of any request for large volume LJ courts staff time whenever possible.

- The AmCad Team agrees to notify the large volume LJ courts in writing of any changes to the project that will impact the project schedule and/or cost.

- The AmCad Team will be entitled to negotiation for adjustment in the timetable in the event that the AmCad Team is delayed or prevented from performing its obligations, to the extent that the delay is caused by factors beyond the reasonable control of the AmCad Team, including the inability of the large volume LJ courts to perform their responsibilities, or provide resources in a timely manner;

- It is recommended that each training session accommodate a maximum of 25 students with the exception of the General Navigation class which will accommodate a maximum of 40 students and is assuming use of the Adams Street Training Center. The maximum of 25 is predicated on having a minimum of one trainer, one assistant, and one supervisor or division lead in the class. The General Navigation class would require a minimum of one trainer and two assistants.

- End users will have the ability to train or use the AZiCMS training application on their own time outside of their regularly scheduled training sessions when facilities are available. AmCad recommends establishing an area with AZiCMS training workstations set up that is available for end users to practice on any time.

- Students are expected to have knowledge in their business area

- Any training activities undertaken as part of the Courts business process re-engineering effort exclusive of AZiCMS training will be the responsibility of the large volume LJ courts.

- The large volume LJ courts will be solely responsible for any Windows and/or computer literacy training of its staff as well as any scanning training.

- Cross training of large volume LJ courts staff will take place post go-live and will be the responsibility of the large volume LJ courts staff.

PROJECT DELIVERABLES

Project deliverables included in this agreement are documents, software, or services. Based on the current software license agreement between AmCad and the AOC, the PMC is entitled to utilize the baseline version of the AZiCMS. The baseline AZiCMS software will likely be installed at the PMC in a test environment at no cost other than for configuration of the environment. Any changes to the baseline system as a result of the supplemental gap sessions will be deployed to the PMC test environment for user acceptance. AmCad and the PMC can negotiate a payment schedule for software development that corresponds with the delivery of individual features/modifications in phases.

Each Software deliverable will be associated with a set of requirements. The requirements will be developed in accordance with the language contained in the Internal/External Design Document. Therefore, software deliverables are payable upon the release of an updated version of the LJ CMS application that includes all corresponding requirements in fully functional format and in accordance with the language contained in the Internal/External Design Document. Because of the inherent variation and lack of conformity, Document and Services deliverables are payable per the language contained in specific Work Orders that correspond to the exact deliverables.

Task Slippage

AmCad certainly understands the role that sub-dependencies will play regarding the schedule. Given the nature of the deliverable-based work orders (invoked immediately preceding the given tasks) that have facilitated project actions up to this point there should not be any financial consequences due to project schedule changes that are announced prior to the corresponding signed work order. AmCad certainly strives to be flexible and accommodate changes to the project schedule whenever possible. However, if a work order has been issued and cannot be completed on time due to delays by the PMC, AmCad does reserve the right to request compensation for additional costs that may be incurred.

Document Review Protocol

Unless communicated otherwise, all document deliverables shall have a two (2)-phase delivery cycle. The first delivery will be referred to as the Final Draft. The second delivery will be referred to as the Final Document.

Document deliverables (Training Plan, Data Conversion Plan, Training Materials, etc.) must adhere to the following review process:

(1) Upon delivery of the Final Draft Document, the PMC, unless otherwise specified by the LJCMS Project Schedule, will have ten (10) business days to review and provide **all** comments in writing to the AmCad Team.

  a. Any request for a conference to discuss issues or for an extension to the draft review period must be submitted in writing prior to the end of the review period. If there are issues needing a response from the AmCad Team, the clock will stop until issues are resolved. This procedure can happen up to two times for each review.

  b. If there is negligence involved by the PMC during this review period, then a change order may be issued to accommodate extensions.

  c. PMC has the right to reject the document after three (3) days, if there are problems with quality and content of the document. If this occurs, a detailed outline of what needs to correct the problem will be communicated to the AmCad Team before the end of the review period.

(2) The AmCad Team will respond to all comments, correct any errors, and submit the Final Document within five (5) business days following the final submission of all questions.

(3) Upon receipt of the Final Document, PMC will review and confirm that all questions have been answered, and agreed-to clarifications have been included. This second review should be viewed as validation and verification that all agreed-to modifications have been addressed and incorporated into the Final Document as described during the first review. This final review should take no more than three (3) business days.

  a. During or after the three (3) business day verification and validation period, any new information or changes to previous agreements will be tracked and handled in the change order process as defined for the CCB.

(4) At the conclusion of the three (3) business day Final Document review, the deliverable will be deemed accepted, unless otherwise notified in writing.

Software Acceptance Protocol

The Software, specifically, any new system functionality provided as an output of the supplemental gap and JAD sessions, must be accepted at the conclusion of development and testing at the AZ AOC and PMC. Unless the AZ AOC/PMC has provided notice of non-acceptance by the user acceptance testing deadline (to be negotiated), acceptance of software modifications shall be effective and payment

tendered after the Contractor invoice even if not formally confirmed or finally agreed upon by the parties.

Should Software not be acceptable at the conclusion of testing at the AZ AOC and PMC there will be no payment for software at that point. AmCad will be allowed a reasonable time period to rectify any issues and the project schedule will be updated accordingly. AZ AOC's obligation to pay maintenance and support fees will only become effective upon acceptance of the Software.

Software deliverables must adhere to the following review process:

(1) Upon delivery of each software iteration, AZ AOC/PMC will have time (as dictated to by the Project Schedule) to review/test the features delivered and provide **all** comments in writing to the AmCad Team.

    a. Any request for a conference to discuss issues or for an extension to the review period must be submitted in writing prior to the end of the review period.

    b. If there is negligence involved by the AZ AOC/PMC during this review/test period, then a change order may be issued to accommodate extensions.

    c. AZ AOC/PMC has the right to reject the software if there are problems with quality and content of the software. If this occurs, a detailed outline of what is needed to correct the problem will be communicated to the AmCad Team before the end of the review period.

    d. Acceptance of each iteration will be a complete run-through of test procedures pertinent to that particular iteration module. Once all tests have been completed, the results will be given to the AmCad Team who will resolve any fails and include appropriate fixes in the delivery of the next iteration.

(2) The AmCad Team will respond to all comments, correct any errors, and submit the corrected software with the next iteration of software to be delivered per the project plan. The final iteration of software will need all corrections implemented prior to acceptance of the final iteration and prior to the commencement of Acceptance Testing. A tracking system will be utilized for customer comments and errors.

(3) During Final Acceptance Testing of the final software, AZ AOC/PMC will review and confirm that all tests pass in accordance with the Acceptance Test Procedures. Any software corrections will be delivered and AZ AOC/PMC will review and confirm that all errors have been corrected.

a. During or after the review and validation period, any new information or changes to previous agreements will be tracked and handled in the change order process as defined for the CCB.

(4) At the conclusion of the Final Software review of all corrected software, the deliverable will be deemed accepted, unless otherwise notified in writing.

COMMUNICATIONS MANAGEMENT

Please refer to the LJCMS Large Volume Court Communications Management Plan delivered to the PMC on August 11, 2009

PROJECT SCHEDULE

The following is a summary of the project schedule for meeting all project requirements. The schedule will be managed and reported as part of the weekly status report provided by the AmCad Project Management Team.

Table 2: Key Deliverables & Dates

Deliverable/Milestone	Date Due
Implementation Strategy Document	05/15/2009
Data Conversion Strategy	05/15/2009
Detailed Project Work Plan	06/22/2009
Detailed Project Schedule	06/22/2009
Risk Management Plan	06/22/2009
Weekly Status Reports (through 06/30/09)	06/30/2009
Application Code Iteration #1	07/31/2009
Application Code Iteration #2	08/31/2009
Application Code Iteration #3	10/21/2009
Hardware Configuration Plan	12/16/2009
Application Code Iteration #4	12/31/2009
Systems Requirements Specification Document (for supplemental gap items)	03/04/2010
Requirements Traceability matrix (for supplemental gap items)	03/04/2010
Data Conversion Assessment Report	03/26/2010
Data Exceptions Report	04/20/2010
Internal & External Design Documents (for supplemental gap items)	05/03/2010
Interface Strategy Document	05/17/2010
Data Conversion Plan	06/09/2010
Logical & Physical Database Design Document	06/30/2010
Testing Strategy Document	07/12/2010
Training Needs Assessment	11/29/2010
Training Plan	12/13//2010
Training Schedule	12/13/2010

Deliverable/Milestone	Date Due
User Accepted System	12/22/2010
Training Scenarios	01/27/2011
Training System Administrator Guide	01/27/2011
Training System Documentation Manual	01/27/2011
Training System Setup Guide	01/27/2011
Training System User Guide	01/27/2011
Live Production System	10/02/2011
Successfully Converted Data	10/02/2011

DETAILED PROJECT SCHEDULE/GANTT CHART

Please refer to the LJCMS Large Volume Court Project Schedule delivered to the PMC on August 24, 2009.

CHANGE CONTROL MANAGEMENT

Change Control Management and more specifically, "*Configuration Management Plan,*" for AZiCMS program addresses control overall project costs as well as a mechanism for the management of the baselines and control of subsequent changes to those baselines. It is the systematic evaluation, coordination, approval, or disapproval of proposed changes, and implementation of properly approved/accepted changes; this control will provide for the following:

- Prevent unnecessary or marginal changes
- Establish change priorities
- Assure prompt action
- Control changes
- Document changes
- Control the release system

With the successful implementation of the AZiCMS, the system requirements baselines will be established. Any subsequent change will require approval by the Change Control Board (CCB) before it will be made to any baseline. All requested configuration item changes will be evaluated against the original or amended functional baseline requirements and, in all cases, the CCB approval of the proposed changes will be required before they may be implemented.

RISK MANAGEMENT

Please refer to the LJCMS Large Volume Court Risk Management Plan delivered to the on August 11, 2009.

QUALITY MANAGEMENT

Quality is a key aspect of every engagement and must be planned for from the on-set of the project. Quality process activities will be conducted throughout the life of the project.

Key success factors of quality management are:

- Client participation
- Management commitment
- Integration with project plans
- Proven standards and procedures
- Project team training
- Continuous monitoring and follow-up

The AmCad Team will leverage the AmCad quality management process, which is designed to be pro-active. The process is used to identify the project's requirements early in the project life cycle and to put in place the plans and procedures to ensure that the system solution meets those requirements. The integration of the Quality Management Plan with the related areas of Requirements Management, Configuration Management, Verification and Validation, and Testing is essential.

The quality management process includes periodic quality assurance reviews and audits, which are used to confirm that the plans are being successfully executed and that feedback is being provided for updates when necessary. Results of reviews/audits will be delivered to AmCad quarterly and will be provided to PMC as requested.