

# COURT CASE MANAGEMENT

## CUSTOMER CASE STUDY

State of Arizona Administrative  
Office of the Courts

### The Customer

- State of Arizona Administrative Office of the Courts

### The Challenge

- Provide the judiciary with more timely and accurate information
- Streamline business processes
- Ensure the best interests of all participating offices were protected during the adjunction process
- Make the CMS application the focal point for a host of interfaces data distributing
- Automate functionalities for external agencies
- Multiple integration point
- Go live with the first court within one year

### The Solution

- AiCMS
- Maintain standardized codes
- Streamline business procedures for the courts
- Improved reporting capabilities
- Enhanced document management
- Enhanced reliable accounting capabilities

### The Challenge

The Arizona Administration Office of the Courts (AOC) was facing the challenges of disparate court case management technologies, rapidly growing caseloads, and lack of code table and business process standardization across multiple jurisdictions. Insufficient standardization made it difficult to aggregate accurate filing and disposition statistics and hindered data exchanges with external agencies. Moreover, in many instances, Arizona courts turned to various extraneous applications to mitigate shortcomings of their legacy system; leading to inefficiencies caused by redundant work and additional data entry.

On August 8th, 2007, American Cadastre (dba **AMCAD**), a leading provider of technology solutions, teamed with the Arizona AOC to resolve the challenges facing the Courts by installing the **AMCAD** integrated Case Management System (AiCMS) utilizing Microsoft .Net technology.

The goals of the solution were to be able to provide the judiciary with more timely and accurate information by streamlining functional business processes within the application so that judges had accurate accounts of case history when ruling to ensure the best interests of all parties were protected during the adjudication process. Furthermore, the AOC intended to make the new court case management (CMS) application the focal point for a host of interfaces distributing data to and automating functionalities for external agencies including but not limited to the motor vehicle department, the adult and juvenile probation departments, various collection agencies, disposition reporting services, and protective order reporting services.

### The Project Goals & Methodology

During the initial phase of the project, the Administrative Office of the Courts and **AMCAD** project teams met to outline the goals of the implementation and the project timetable. The system would be installed in 13 General Jurisdiction Courts under the AOC, with central network functions at the AOC and the application serving approximately 1000 users at the individual courts. The AOC's goal was to go live with the first court within one year. Numerous sessions were held to discuss the many project challenges that needed to be resolved. Not only were the system requirements demanding, but also, in order to control budget, the timetable for delivery of a new application into a production environment was extremely ambitious (less than a year from contract signature).



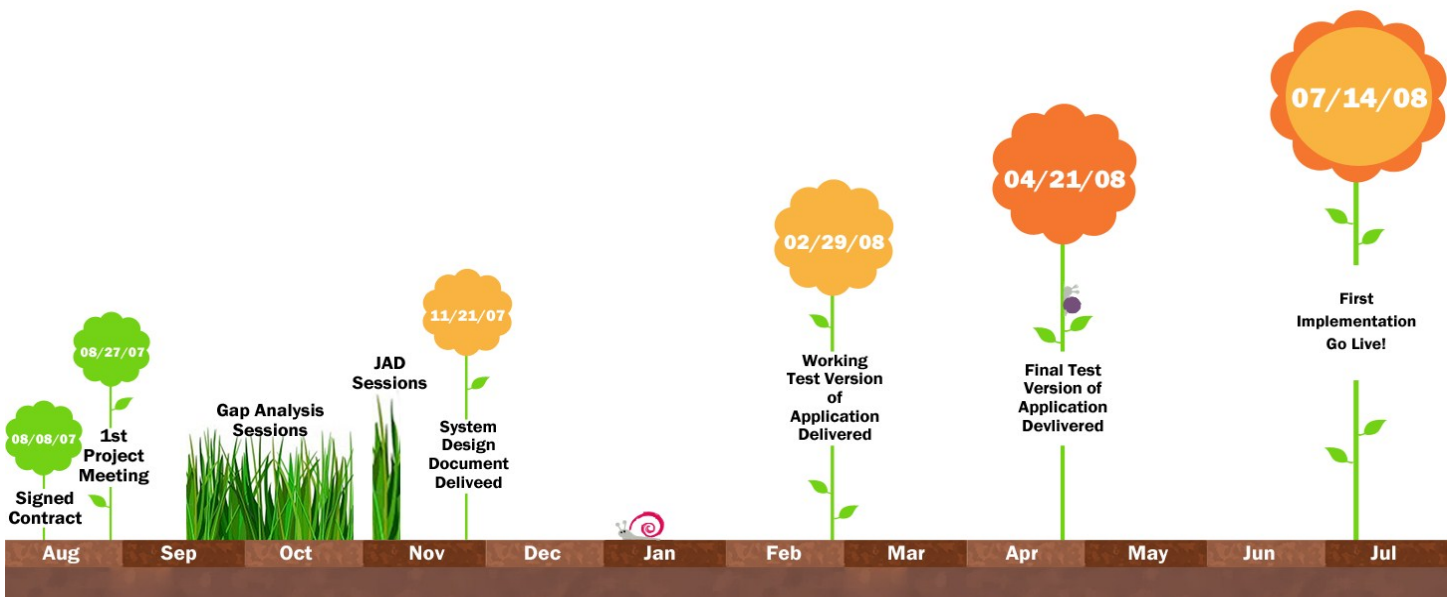
**Renny Rapier**, of the Arizona Administrative Office of the Court states:

“AMCAD has provided a partnership with the AOC that, from all research of similar projects prior to this effort, is better than could be expected for such a challenging project. The goals of the project set by both AMCAD and the AOC were aggressive and demanding. AMCAD has demonstrated their technical capabilities and commitment to success that we know are exceptional for the providers of such software services. Though there are challenges that yet remain, the AOC is confident that AMCAD will be of great support in overcoming them as we complete the general jurisdiction project and move on the limited jurisdiction courts.”

During this initial period, the AOC and **AMCAD's** staff were able to identify the priorities of the implementation and identify the challenges of implementing a statewide court case management solution for the thirteen general jurisdiction courts. The AOC's preparations prior to the official project start date played a crucial role in enabling the project plan to be executed per the schedule. The Administrative Office of the Courts staff identified the members, including judicial, clerk, technology, AOC, and executive representatives to participate in the development of a joint code and business process document to ensure that all processes critical to the court workflow were identified and established before the project began. The AOC formed a code standardization committee, technical advisory committee, a steering committee, and an executive committee to represent and provide a consensus on what was needed for general jurisdiction court workflow, to guide the courts through the transitional phase, and to garner buy in.

In order to maximize the acceptance and participation of the Superior Court management and staff a project of assimilation was led by Carla Tack, Arizona AOC Project Manager for the GJ CMS, and extensively applied to all courts with focus on the pilot courts. “The AOC, based on past experience of new software deployments, knew how critical it was for buy-in by the user courts. Carla Tack detailed a plan for assimilation for the pilot courts that has been relevant to all of the courts implemented thus far. Her plan has been documented in her ICM Paper and provides the detail for successfully implementing the AiCMS system into courts entrenched in the legacy application,” said Renny Rapier, the Arizona AOC Program Manager. These sessions tried to identify all areas of needs by each of the local jurisdictions to ensure buy-in by the staff and ensure a more successful cut over to the new .Net solution.

Gap and JAD analysis sessions were conducted with **AMCAD** after contract signing to define and flesh out functional aspects of the new system that would have to be tailored to meet Arizona-specific needs. The AOC invited all state courts to participate in the process with the result being a system design document that represented the unique interests of all stakeholders involved.



### State of Arizona Administrative Office of the Courts

#### Accomplishments

- Shared Information Streamlined
- Business Processes Gained Efficiencies through Technology
- Cost Efficiencies by Implementing Technology
- Report Consistencies based on Standardization of Codes
- First Implementation Go Live: 7/14/08

#### The Results

- Reduced time spent on redundant activities
- Improved operational efficiency and reduction of risk of human errors during processing by court staff
- Reduced implementation and maintenance costs
- Decreased the amount of time needed for configuration and validation in each court

After **AMCAD's** AiCMS system had been customized based on the design document and configured per the state judicial codes, the AOC again invited all state courts to participate in a beta test phase before the software was implemented in two pilot courts. The AOC's efforts to involve all stakeholders in the design and testing processes proved to be an effective means of inspiring the approval and support of the court user group to implement wholesale changes to many aspects of the courts' business processes resulting from a new CMS system and the judicial code changes brought about by the standardization process.

#### Benefits of Standard Code and Business Process

As part of the project, **AMCAD** and the Administrative Office of the Courts evaluated all the code driven tables to ensure that the consistencies currently lacking with their legacy system would not occur in the implementation of the AiCMS solution. The AiCMS solution provides vast improvement in the reporting capability and the work of the AOC and jurisdiction staffs ensure beneficial reporting to improve the adjudication process for the judiciary.

Creating standardized codes and business process streamlined procedures for the general jurisdiction courts has reduced time spent on redundant activities and improved operational efficiency and a reduction of risk of human errors during processing performed by court staff. The process also has reduced implementation and maintenance costs by limiting the scope of unique local business practices (negating the need for development of additional functionality and reports for each court) and by decreasing the amount of time needed for configuration and configuration validation in each court.

#### The Results of the Implemented Solution

The successful implementation of **AMCAD's** AiCMS solution and the standardization of judicial code usage around the state have spurred many other ventures designed to take advantage of the advanced technological benefits of the new software and consistent data. The AOC is now working with **AMCAD** to incorporate and integrate new eFiling, juvenile detention, collection agency, protective order, disposition reporting, and other mechanisms that could be sustained on the Arizona legacy system with the new CMS solution. The courts are realizing immediate benefits as well. Many of processes that involved the printing, scanning, and manual delivery of court documents in the past have been electronically automated within AiCMS via form generation and email distribution functionalities utilizing Microsoft Office technologies. Documents are now more readily available and can be accessed more quickly by Court personnel. This electronic workflow process has reduced the Courts' operating costs associated with manually printing, scanning, and delivering the documents. Furthermore, the robust general ledger accounting capabilities of the new system have allowed court book keepers to perform functions through the system such as joint & several restitution assessments across cases, check creation, bank reconciliation that previously had to be done manually.

As the AOC and **AMCAD** continued to implement the AiCMS system across the state, the integrated system allowed the Courts instant access to the historical records of individuals and provided the judiciary better access to records, while improving the efficiency of the rulings.