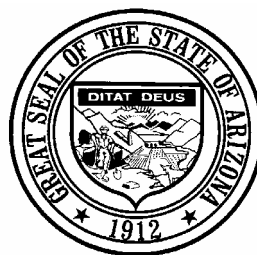


# Judicial Project Investment Justification

*A Statewide Standard Document for Information Technology Projects  
for the Arizona Judicial Branch*

***Project Title:***                    ***City of Phoenix: Municipal Court  
Electronic Document Management  
System (EDMS) Replacement***



Version 1.0

***Prepared by:***

<b><i>Name</i></b>	<b><i>John Melisko, Lead User Technology Specialist Jared Harvey, Senior User Technology Specialist</i></b>
<b><i>Court</i></b>	<b><i>City of Phoenix Municipal Court</i></b>
<b><i>Date</i></b>	<b><i>March 24, 2005</i></b>

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## Section I. Business and Technology Assessment

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<i>Project Investment Name</i>	<i>Date</i>
City of Phoenix: Municipal Court Electronic Document Management System (EDMS) Replacement	March 24, 2005

### A. Management Summary

The City of Phoenix Municipal Court seeks a replacement of its current Closed Records Electronic Document Management System (EDMS) with the Administrative Office of the Courts (AOC) state standard EDMS, OnBase. The Court's current document imaging system product is eiStream, which has been in production in the Court's Closed Records Section since 1998. Since the current systems inception, several major system deficiencies have been identified in the technical/operational areas as well as usability and design limitations.

The State of Arizona and the Arizona Supreme Court Administrative Office have entered into a contract for the delivery of document management software, Hyland OnBase and services, from OSAM, and recommends these solutions for courts converting to electronic document imaging. The City of Phoenix Municipal Court has conducted a feasibility study and has determined that OnBase meets the current Electronic Document Management System (EDMS) needs of the Court and is capable of supporting future Court initiatives. The feasibility study appears at the end of this form as Attachment 1.

This Judicial Project Investment Justification requests that the City of Phoenix Municipal Court be allowed to proceed with a replacement of its Electronic Document Management System (EDMS) from eiStream to the Administrative Office of the Courts (AOC) state standard EDMS, OnBase.

Is this project mandated by law, court case or rule?
Cite the requirement, ARS Reference or Court Case:
<p><b>Arizona Rules of Court, Rules of Criminal Procedure, Rule 28</b>  <b>Arizona Rules of Court, Superior Court Administration, Rule 94</b>  <b>Arizona Code of Judicial Administration, Section 1-504 (Electronic Reproduction and Imaging of Court Records)</b>  <b>Arizona Code of Judicial Administration, Section 1-505 (Enterprise Architecture Standards)</b>  <b>Arizona Code of Judicial Administration, Section 1-506 (Filing and Management of Electronic Court Documents)</b></p> <p>These rules specify that the Clerk of the Court shall maintain case records, specifically: "Exact replica," "viewable by the public," and that we must "maintain a device for viewing."</p> <p>Review of all three Arizona Code of Judicial Administration orders have been reviewed for compliance and it is of our opinion that this project meets the technical specifications and requirements of these orders.</p>

The following table contains summary information taken from the other sections of the JPIJ document.

Description	Section	Significance
Value Rating	II. A. Value to the Public	Important
Financial & Intangible Benefits	II. B. Benefits to the Local Judiciary	Major
Total Development Cost	III. A. Development Costs	\$432,154.00
Total Project Cost	III. C. Summary of Costs by Year	\$538,370.00
Score for Risks	IV. A. Risk Summary (Maximum 30)	8

**B. Proposed Changes and Objectives, “To Be”**

The imaging system replacement for the Phoenix Municipal Court will need to initially accomplish several operational and technical objectives as listed and discussed below:

- Magnetic storage of images for fast retrieval
- WORM compliant archival of images
- Expansion of imaging retrieval beyond the Court’s Closed Records Section (i.e. all Divisions in the Phoenix Municipal Court, and the City Prosecutors Office)
- Better Reporting (Statistics, Performance, etc...)
- Index automation
- Integration ability with the Court Management System (CMS)
- Conversion of eiStream Data (images and index information)
- Expansion of image retrieval (Increased users within the City, and ability to offer information on the Internet)
- Active Case File Imaging
- Ability to share images and index information with AOC

The imaging system will need to be able to support magnetic storage of all images and index information for fast retrieval, while maintaining WORM compliant archival of documents. The current implementation stores images on WORM compliant optical platter, which is slow due to the nature of mechanical retrieval of platters by robotic equipment. Even with less than 12 users on the current OIS system, retrieval performance is fair at best. OnBase supports magnetic storage of documents to any available UNC path with support for archiving to DVD and Magneto Optical (MO) WORM compliant media with 3<sup>rd</sup> party application integration.

The imaging system needs to be able to expand retrieval of images beyond the Closed Records Section. OnBase has two clients available for implementation. OnBase offers a traditional software installed client (thick client) and a web based client (thin client). The Phoenix Municipal Court would most likely need both clients in its environment, with the thin client being used for the majority of the Court and the thick client being used within the Court’s Closed Record Section.

The Closed Records Section management and IT staff need better reporting out of the system. Closed Records Section management need reports to track staff performance statistics and our IT staff need reports that will help identify and improve system performance. OnBase offers a variety of canned reports and the ability to create custom reports.

The Court’s current imaging system is not configured to automate indexing of scanned images. This function consumes many staff hours and has a greater ability to introduce human error into the process. With the implementation of the OnBase product, the Court will implement barcode and data output from its CMS system for automated input into the OnBase system. This will greatly increase staff efficiency, reduce index errors, and improve data consistency between CMS and OnBase.

The OnBase application enabler module addresses the integration of the imaging system with the Court Management System (CMS). The application enabler is the client installed software that can be configured to trigger a link with OnBase based on a keystroke or mouse click from within our host based application (CMS). Application enabler will allow images to be retrieved from OnBase within the CMS application.

The proposed replacement imaging system would need to carry forward and store, for retrieval, all imaged documents that exist in the current system. According to OnBase technical staff, image/index data conversion to OnBase can be accomplished via the Document Import Processor module and is considered feasible with eiStream data.

The proposed imaging system must be able to support Active Case File imaging. Maricopa County has successfully implemented OnBase as a front-end (active case file imaging) solution. Maricopa County's Clerk of Superior Court scans approximately two times the image volume of Phoenix Municipal Court (Phoenix Municipal Court scans ~260,000 images per month), and currently has the estimated number of images in the repository (21 million) that the Phoenix Municipal Court anticipates retaining for our longest retention period.

Lastly, the imaging system must have the ability to share images and index information with the Administrative Office of the Courts (AOC). Given that the AOC has established OnBase as the State Court standard, the project team has identified the need for the Export OnBase module. The Export Module allows for documents and their respective indexes to be exported from our system and then imported into another OnBase system.

### ***C. Existing Situation and Problem, "As Is"***

The current Electronic Document Management System (EDMS) has several operational and technical shortcomings, including slow image retrieval, limited ability to scale out for Court-wide document imaging access, limited reporting capabilities, poor records retention management abilities, and no integration with the Court's core business application, Court Management System (CMS).

The current implementation stores images on WORM compliant optical platter, which is slow due to the nature of mechanical retrieval of platters by robotic equipment. With less than 12 users on the current imaging system, retrieval performance is fair at best and provides no feasible solution for potential growth without impacting retrieval performance in a significant manner. A new magnetic storage subsystem would need to be acquired for primary image retrieval to provide the ability of the current system to scale out for Court-wide access.

Only the Court's Closed Records Section currently has access to images. Additional licenses would need to be purchased for image retrieval outside the Closed Records Section at a significant cost. The cost of an OnBase concurrent client is 1/5 of the cost of an eiStream concurrent client.

The current system does not have an integrated document retention module. A third party application was written to expunge records based on the retention rules, but has not proved to be efficient or effective. The storage of documents on optical platter has further hampered purging of records due to the fact that 5 and 7 year records are currently stored on the same platter and thus the platter cannot be removed until all of the documents on the platter are past their retention period.

Another shortcoming of the current implementation is the limited reporting abilities. Closed Records Section management and IT staff have limited reports to gauge staff and system performance. The system integrator developed some limited reports for Closed Records Section management, but system reporting was not developed during the 1998 implementation.

Lastly, the current system is incapable of supporting future Court initiatives, such as active case file imaging and integration with the Court's core business application, Court Management System (CMS), without significant investments in staffing, infrastructure, and application enhancements. Additionally, support for the version of eiStream that the Court is currently using is due to expire March 31, 2005.

## **D. Proposed Technology**

The proposed hardware for the OnBase solution includes the following:

- 1) OnBase Server (Dell PowerEdge 2850)
- 2) OnBase Web Server (Dell PowerEdge 2850)
- 3) Network Attached Storage (NAS) device (PowerVault 775N with a PowerVault 220 SCSI array)
- 4) DVD Authoring Workstation (Standard Court Configuration with recommended DVD burner)
- 5) IBM 3583 Tape Library (for backup)
- 6) Optical Scanners (Bell + Howell 8080D)
- 7) Scanning Workstations (Standard Court Configuration)
- 8) Client Retrieval Workstations (Standard Court Configuration)

See Appendix A of Attachment 1 for OnBase hardware and software minimum requirements.

The proposed software for the OnBase solution is detailed below:

Hyland Software's OnBase modular design is exemplified by the large number (30+) of available modules. Hyland has divided the modules into four major categories as listed below:

- 1) The OnBase Client
- 2) Input Modules
- 3) Management and Retrieval Modules
- 4) Distribution and Output Modules

The Phoenix Municipal Court reviewed many of the OnBase modules and has initially divided the module implementation into two categories, immediate and future. The implementation of the modules that the Phoenix Municipal Court deemed as immediate were seen as necessary to establish a Closed Records Section imaging replacement, image index automation via CMS application, and expansion of image retrieval beyond the Closed Records Section (i.e. all Divisions in the Court, and the Prosecutor's Office). In order to achieve active case file imaging and further expand image retrieval, consulting services, additional hardware, and additional license purchases will be required. The modules deemed as future were seen as possible enhancements to the imaging system.

Several modules were identified for immediate implementation as follows:

- Server Modules included Multi-User License, and Web Server
  - Multi-User License is required for each Institution and each OnBase Database within an Institution
  - Web Server is necessary to access document via the web
- Client Modules included Concurrent Client, Workstation Client
  - Concurrent Client module is needed for all image retrieval beyond the Closed Records Section
  - Workstation Client is needed to allow Closed Records guaranteed access to the OnBase system
- Workflow Modules included Workflow Departmental Server, Workflow Concurrent Client, and Workflow Workstation Client
  - Workflow modules are needed to provide electronic document routing through a configurable work process
- Input Module selected is Production Document Imaging
  - Production Document Imaging is needed to scan documents into the system
- Output Modules included DVD Authoring, Report Writer, Export, and Document Retention
  - DVD Authoring module is seen as a possible replacement for the HP Magneto Optical juke boxes, used for archiving and Write Once Read Many (WORM) compliance
  - DVD Authoring module includes a workstation client and CD Authoring license.
  - Report Writer is necessary to produce operational and system administration reports

- Export modules is necessary for Publishing and would be helpful for sending information to the AOC (future possibility) due to the fact that Export is designed to export documents and their respective indexes out of an OnBase system that can be imported into another OnBase system
- Document Retention module is needed to manage the retention and disposition of stored documents according to pre-defined business rules

The Phoenix Municipal Court viewed the following modules as potential future enhancements to the imaging system:

- EDM Services
- Lotus Notes Email Integration
- Digital Signature
- COLD/ERM
- Document Import Processor
- ISIS Document Imaging
- Verity Full Text Indexing Server
- Verity Full Text Indexing Concurrent Client
- Verity Full Text Indexing Named User Client
- Verity Full Text Indexing Workstation Client
- Archival API
- Application Enabler
- Publishing

The Phoenix Municipal Court is committed to converting all existing eiStream index and image information to the proposed OnBase system. It is estimated that approximated 9 million images will need to be converted and imported into OnBase. The Court has identified two potential data conversion vendors who have experience in converting eiStream data. The estimated cost of converting the eiStream data into the OnBase system is approximately \$95,000.

The conversion will primarily consist of the following:

- ✓ Phoenix Municipal Court will produce a data model for data storage in OnBase
- ✓ Phoenix Municipal Court will produce a data translation table from the eiStream data model to the OnBase data model
- ✓ Implementation/Conversion vendor will review data model and data translation table
- ✓ Phoenix Municipal Court will send backup Optical Disks and database information to the offsite conversion vendor
- ✓ Conversion vendor will create an index document that will detail the mapping of source index to output index
- ✓ Conversion vendor will submit a data interchange test (“Data Interchange Test”) for verification and acceptance
- ✓ Once the Data Interchange Test document has been received by conversion vendor, data conversion will begin
- ✓ Conversion of the source index
- ✓ Conversion of the source data
- ✓ QC of the converted data and index data
- ✓ Delivery of the production data and associated index data to Phoenix Municipal Court on specified output media
- ✓ Delivery of any/all reports stating exceptions to the conversion process
- ✓ Return of conversion source backup Optical Disks and database information within 30 days of close of project
- ✓ Phoenix Municipal Court will use OnBase Document Import Processor to import converted eiStream data into OnBase

<b>Enterprise Architecture (EA) Technology Domain Definitions</b>	<b>Project EAS Conformance (Yes/ No)</b>	<b>Non-Conformance Explanation</b>
<b>Applications and application development tools:</b> Specifies software applications by function, application development tools, and productivity software tools for use in the Branch.	Yes	Not applicable
<b>Network services:</b> Specifies the Branch's communications protocols to interconnect server platforms, mainframes, intra-building and office networks (LANs), and inter-building and mall/campus networks (WANs).	Yes	Not applicable
<b>Integration and data exchange:</b> Specifies the integration strategies, tools, and methods, shared services, message/file transport, and middleware to seamlessly interconnect disparate information systems within the Branch.	Yes	Not applicable
<b>Enterprise systems management:</b> Specifies directory services and component-level services necessary to remotely manage the various information systems within the Branch.	Yes	Not applicable
<b>Security and disaster recovery:</b> Identifies security technologies, policies, and standards necessary to protect the information assets of the Branch and to ensure isolation and confidentiality of information, integrity of data, and the availability of IT resources to the State's workforce and citizens, as appropriate.	Yes	Not applicable
<b>Platforms and operating systems:</b> Specifies the server, client, and database operating systems that facilitate interconnection of hardware systems within the Branch.	Yes	Not applicable
<b>Data, audio and video formats and management:</b> Specifies formats for documents, audio and video as well as dynamic and static encryption methods.	Yes	Not applicable
<b>Web and e-government services:</b> Specifies the required structure for providing digital government services throughout the Branch by sharing business logic, data and processes through a programmatic interface across the network.	Yes	Not applicable

The proposed imaging system replacement for the Phoenix Municipal Court will utilize both physical and logical security to protect the integrity of the data and physical safety of the equipment. The servers and storage devices will be located in a locked Computer Room, in a secure portion of the Phoenix Municipal Court building, that has both key and access badge controls for permitting physical access. The Municipal Court Security staff monitor badge access to the room during business hours, and Downtown Security staff monitor badge access to the room after hours and weekends. Each month, security reports for identified badge holders and Computer Room access events are run and reviewed by Phoenix Municipal Court technical staff. OnBase security will be used for logical access to the imaging data. Internal OnBase authentication will be the security mode utilized for logical system access due to external departmental access requirements. Phoenix Municipal Court technical staff intend to run OnBase security reports to monitor logical system access.

The proposed imaging system replacement for the Phoenix Municipal Court will include disaster recovery. The OnBase system will utilize the Court's existing Tivoli tape library backup system for backup of data and the

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image repository on a nightly basis. The tapes are sent offsite each weekday. Moreover, the image repository will be archived to optical Write-Once-Read-Many (WORM) media that is sent offsite, further providing disaster recovery capabilities. Additionally, the proposed server hardware and storage devices that contain the OnBase system and data will be on a 4 hour on-site response contract with the equipment manufacturer.

Training, system documentation, and user documentation will be provided by OSAM, Hyland/OnBase, Interface Technical Training, and the Phoenix Municipal Court. The below table shows what organization is teaching the course, the name, description, cost per user, number of users and total cost of each course. The total estimated cost of training is \$37,745.

Product Name	Product Description	Price	User/Units	Current Price
<b>OSAM Training</b>				
End User Training Per day	Includes training on the overall use of the imaging system. Areas of training are: general queries, printing, zooming, magnifying, rotating, scrolling, annotations, importing, exporting, deleting pages or documents, modifying indexes, adding pages or documents, preparing, scanning, indexing, quality control, post processing, setting scanner settings.	\$2,000	5	<b>\$10,000</b>
End User Training Per Attendee		\$ 50	17	<b>\$850</b>
Administrator User Training Per day	Application development and modification, establish users/groups, defining user profiles, database maintenance, system back-up, installing client software, performing retrieval functions (queries, printing, annotations, etc.), training end users on scanning, indexing and retrievals.	\$2,000	1	<b>\$2,000</b>
Administrator User Training Per Attendee		\$ 100	5	<b>\$500</b>
<b>Hyland/OnBase Training</b>				
Pre-Installation Course - Web Based	Introduction to the OnBase essential concepts and terminology used in designing and configuring OnBase solutions. The class is for new administrators of OnBase to assist with the planning and implementing of the new OnBase system being used in the user's environment.	\$ -	5	<b>\$0</b>
Workflow WBT Training	This class prepares OnBase Administrators for their first Workflow course provided by Hyland Software. Assists with the process of translating a business process and its requirements into an appropriate design for OnBase workflow development. This class is to provide OnBase terminology and information to build a business case scenario to be used in the Workflow class.	\$ -	5	<b>\$0</b>
Systems Administrator Training (On-site training for 6 staff \$6,000 + \$100/attendee + T&E)	This course is an introduction to the use, maintenance, and administration of OnBase. The class provides in-depth, hands-on experience based using actual business scenarios. The class also investigates technical support process, effective maintenance strategies, online documentation and other resources available to OnBase system administrators	\$12,500	1	<b>\$12,500</b>

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Product Name	Product Description	Price	User/ Units	Current Price
Workflow Administrator Training (Off-site Training, Flight, Hotel, Car and Daily Cost \$2000)	This class is an introduction for administrators to the creation, modification, and administration of OnBase Workflow implementations. The class provides in-depth, hands-on experience based on actual, completed implementations. Training scenarios require students to employ multiple functions within their workflow designs from the complete set available.	\$3,500	3	\$10,500
<b>Interface Technical Training</b>				
Administrating a MS SQL Server 2000 Database	This class will teach the administrator how to describe SQL Server architecture; plan for a SQL Server installation, and then install an instance of SQL Server; manage files and databases, including determining resource requirements; choose a login security method, configure login security, plan and implement database permissions, and describe how to secure SQL Server in an enterprise network; perform and automate administrative tasks and create custom administrative tools; back up databases and implement a backup strategy; restore databases; monitor and optimize SQL Server performance; transfer and migrate data into databases; maintain the high availability of SQL Server; describe how to replicate data from one SQL Server to another.	\$1,395	1	\$1,395
<b>Phoenix Municipal Court (IST) Training</b>				
General Retrieval / Printing Training	This training will be provided by Court staff to users of the OnBase system outside of the Optical Imaging Section. This training will show users web based screens, retrieval and printing methods.	\$ -	58	\$0
				<b>\$37,745</b>

**E. Major Deliverables and Outcomes**

The imaging system replacement for the Phoenix Municipal Court will have the following core enhancements and features:

- Magnetic storage of images for fast retrieval
- WORM compliant archival of images
- Expansion of image retrieval beyond the Court's Closed Records Section (i.e. all Divisions in the Phoenix Municipal Court, and the City Prosecutors Office)
- Better Reporting (Statistics, Performance, etc...)
- Index automation
- Integration ability with the Court Management System (CMS)
- Conversion of existing imaging system data and images into new imaging system
- Active Case File Imaging potential
- Ability to share images and index information with AOC

The critical factors and criteria the Phoenix Municipal Court will use to determine project success are as follows:

- Successful conversion of existing imaging system data and images into new imaging system
- Expansion of image retrieval beyond the Court's Closed Records Section (i.e. all Divisions in the Phoenix Municipal Court, and the City Prosecutors Office)
- Full index automation (The current system is not automated and all index information must be keyed.)
- Improved Management Reporting (Statistics, Performance, etc...)
- Ability to share images and index information with AOC (not attempted with current imaging system)
- Successfully trained Court personnel (System Administration / End User Training and Documentation)
- Faster retrieval of images (change from MO primary image retrieval to magnetic primary image retrieval)

## ***F. Roles and Responsibilities***

**Project Sponsor:** Ronald P. Beguin, Information Systems and Technology Director

**Business Project Manager:** Donna Lewis, Assistant Court Administrator

**Technical Project Manager:** John Melisko, Lead User Technology Specialist

**Consultant:** OSAM Inc., Ron Thompson Jr.

## ***G. Other Alternatives Considered***

The Phoenix Municipal Court considered other alternatives to the State standard OnBase document imaging solution. The Court considered a Hummingbird solution, and a "Do Nothing" (i.e. remain on eiStream) solution. The Court would have had to have a strong business case to deviate from the OnBase standard, such that the product was too costly, compared to other product offerings, or did not meet and achieve business requirements. The Court performed a cost comparison analysis between OnBase and Hummingbird. The Court also performed a maintenance cost comparison between OnBase and eiStream, the Court's current document imaging solution. The analyses, along with the project team's research, support the Court's conclusion that OnBase would meet our business needs and was competitive in cost with other product offerings.

The Court performed a cost comparison with a Hummingbird solution to determine if the OnBase solution was cost competitive with other product offerings. Although Hyland's OnBase and Hummingbird have different software licensing models, a reasonable comparison can be made between the two products, based on a specified number of users, specified number of scan stations, and a rational estimation of Casual (Retrieval/read-only) users on the system. Hyland's OnBase software licensing is based on two components; server licenses, and client licenses, and offers concurrent client licensing. Hummingbird's software licensing is based on client licenses only (no server license charge), and only offers fixed named user/ workstation licensing (i.e. no concurrent client licensing). Below is a comparison of Hyland's OnBase vs. Hummingbird's software licensing cost for 12 fixed Closed Records users, 2 scan stations, and no more than 20 concurrent users (project team estimate based on a yearly requests made for concluded case files to the Closed Records Section from within the Court) which represent approximately 400 named users.

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Below is a cost comparison between Hyland's OnBase and Hummingbird for the stated users listed above:

OnBase	Hummingbird																																
<p><b>Summary</b></p> <ul style="list-style-type: none"> <li>- Scanning user = \$4,000 first client, \$1600 per client thereafter * (First user – Production Document Imaging, Addition user – Production Document Imaging) (each license includes a workstation client)</li> <li>- Closed Records user = \$720 per client * (Workstation client + Workflow Workstation Client)</li> <li>- Casual (Reading) User = \$640 per client * (Concurrent client)</li> </ul> <p>* Notes:</p> <ul style="list-style-type: none"> <li>- OnBase also charges additional per server price. These are fixed prices and the total per user cost will come down per client as more clients are added.</li> </ul> <p>The server costs are:</p> <ul style="list-style-type: none"> <li>- Multi-User License = \$4000</li> <li>- Web Server = \$8,000</li> <li>- Workflow Server = \$8000</li> </ul> <p>For a total of \$20,000 server licenses which is needed to be distributed over the clients.</p> <p>Total license price with the server costs added in:</p> <table border="1" data-bbox="261 989 781 1209"> <thead> <tr> <th># Users</th> <th>2 Fixed</th> <th>12 Fixed</th> <th>20 CC</th> </tr> </thead> <tbody> <tr> <td>Scan User</td> <td>\$10,176</td> <td></td> <td></td> </tr> <tr> <td>General User</td> <td></td> <td>\$15,699</td> <td></td> </tr> <tr> <td>Casual User</td> <td></td> <td></td> <td>\$24,565</td> </tr> </tbody> </table> <p><b>Total Cost: \$50,440</b></p> <p><b>Details</b>                      Note that these are 20% discounted prices, based on the AOC EDMS contract with OSAM.</p> <ul style="list-style-type: none"> <li>- Production Document Imaging = \$4,000.00 first user, \$1,600 each additional user</li> <li>- Workstation Client = \$320.00 per client</li> <li>- Workflow Workstation Client = \$400.00 per client</li> <li>- Concurrent client = \$640.00 per client</li> </ul>	# Users	2 Fixed	12 Fixed	20 CC	Scan User	\$10,176			General User		\$15,699		Casual User			\$24,565	<p><b>Summary</b></p> <ul style="list-style-type: none"> <li>- Scanning user = \$569.00 per client (DM Client + Imaging + WF)</li> <li>- Closed Records user = \$479.00 per client (DM Client + WF)</li> <li>- Casual (Reading) User = \$150 per client (Read Only Client)</li> </ul> <p>This table inserted for easy comparison with OnBase. Again, note that Hummingbird does not offer concurrent licensing and so we account for a DM read only client license for each potential user:</p> <table border="1" data-bbox="902 684 1435 905"> <thead> <tr> <th># Users</th> <th>2 Fixed</th> <th>12 Fixed</th> <th>400 Fixed</th> </tr> </thead> <tbody> <tr> <td>Scan User</td> <td>\$1,138</td> <td></td> <td></td> </tr> <tr> <td>General User</td> <td></td> <td>\$5,748</td> <td></td> </tr> <tr> <td>Casual User</td> <td></td> <td></td> <td>\$60,000</td> </tr> </tbody> </table> <p><b>Total Cost: \$66,886</b></p> <p>=====</p> <p><b>Details</b>                      Note that these are 40% discounted prices, based on a response to an RFP submitted to the City of Phoenix Water Department submitted by 5280 solutions.</p> <ul style="list-style-type: none"> <li>- HB DM client = \$300.00 per client</li> <li>- HB Imaging = \$90.00 per client</li> <li>- HB Enterprise Workflow 2004 = \$179.00 per client</li> <li>- HB DM Read Only client = \$150.00 per client</li> </ul>	# Users	2 Fixed	12 Fixed	400 Fixed	Scan User	\$1,138			General User		\$5,748		Casual User			\$60,000
# Users	2 Fixed	12 Fixed	20 CC																														
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The Phoenix Municipal Court is able to further lower the cost of Hyland's OnBase software licenses by utilizing an OnBase trade-in program and acquiring unused OnBase licenses from the City of Phoenix Water Department. Below is a revised estimate of OnBase software costs, based on the trade-in and use of Water Department licenses:

**OnBase**

**Summary**

- Scanning user = \$600 first client, \$240 per client thereafter \*  
 (First user – Production Document Imaging, Addition user – Production Document Imaging) (each license includes a workstation client)
- Closed Records user = \$108 per client \*  
 (Workstation client + Workflow Workstation Client)
- Casual (Reading) User = \$96 per client \*  
 (Concurrent client)

\* Notes:

- Prices reflect the cost of maintenance only. Base software licenses were traded-in or acquired from the Water Department.
- OnBase also charges additional per server price. These are fixed prices and the total per user cost will come down per client as more clients are added.

The server costs are:

- Multi-User License = \$0 (eiStream trade-in, base license price is \$4,000)
- Web Server = \$8,000
- Workflow Server = \$0 (eiStream trade-in, base license price is \$8,000)

For a total of \$8,000 server licenses which is needed to be distributed over the clients.

Total license price with the server costs added in:

# Users	2 Fixed	12 Fixed	20 CC
Scan User	\$1,821		
General User		\$4,120	
Casual User			\$6,626

**Total Cost: \$12,567**

**Details**

Note that these 15% maintenance costs reflect 20% discounted prices, based on the AOC EDMS contract with OSAM.

- Production Document Imaging = \$600.00 first user, \$240 each additional user
- Workstation Client = \$48.00 per client
- Workflow Workstation Client = \$60.00 per client
- Concurrent client = \$96.00 per client

The Court performed a maintenance cost comparison between Hyland’s OnBase and eiStream, the Court’s current document imaging solution to determine if Hyland’s OnBase projected maintenance costs are reasonably priced with respect to our current EiStream maintenance costs. Both Hyland and EiStream offer software maintenance and support. A reasonable comparison can be made between the two companies software maintenance pricing. However, a comparison between software support is more difficult due to different approaches in pricing and projected enhancements and expansion of imaging using the OnBase solution. Below is a comparison of the projected Hyland’s OnBase maintenance costs vs. current EiStream software maintenance and support.

<b>OnBase (Projected)</b>	<b>EiStream (Current)</b>
OnBase charges annual fees: - 15% maintenance - Support can be purchased in annual blocks of 10, 20 or	<b>Summary</b> - Imaging User = \$853.86 per client * (Concurrent client)

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<b>OnBase (Projected)</b>	<b>EiStream (Current)</b>																				
<p>50 hours (\$1,500, \$2,500, and \$5,000)</p> <p><b>Summary</b></p> <ul style="list-style-type: none"> <li>- Scanning user = \$600 first client, \$240 per client thereafter *</li> <li style="padding-left: 20px;">(First user – Production Document Imaging, Addition user – Production Document Imaging) (each license includes a workstation client)</li> <li>- Closed Records user = \$108 per client *</li> <li style="padding-left: 20px;">(Workstation client + Workflow Workstation Client)</li> <li>- Casual (Reading) User = \$96 per client *</li> <li style="padding-left: 20px;">(Concurrent client)</li> </ul> <p>* Notes:</p> <ul style="list-style-type: none"> <li>- OnBase also charges additional per server/archiving price. These are fixed prices and the total per user cost will come down per client as more clients are added.</li> </ul> <p>The server costs are:</p> <ul style="list-style-type: none"> <li>- Multi-User License = \$600</li> <li>- Web Server = \$1,200</li> <li>- Workflow Server = \$1,200</li> </ul> <p>The archiving costs are:</p> <ul style="list-style-type: none"> <li>- DVD Authoring = \$240</li> </ul> <p>For a total of \$3,240 server/archiving license maintenance which is needed to be distributed over the clients.</p> <p>Total maintenance price with the server maintenance costs added in:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="text-align: left;"># Users</th> <th style="text-align: right;">2 Fixed</th> <th style="text-align: right;">12 Fixed</th> <th style="text-align: right;">20 CC</th> </tr> </thead> <tbody> <tr> <td>Scan User</td> <td style="text-align: right;">\$1,030.59</td> <td></td> <td></td> </tr> <tr> <td>General User</td> <td></td> <td style="text-align: right;">\$2,439.53</td> <td></td> </tr> <tr> <td>Casual User</td> <td></td> <td></td> <td style="text-align: right;">\$3,825.88</td> </tr> </tbody> </table> <p>Total support price for anticipated support: \$5,000 (50 hours)</p> <p><b>Total Cost: \$12,296 (Server/Client maintenance, including 50 hours support)</b></p> <p><b>Additions (Extended functionally beyond EiStream):</b></p> <ul style="list-style-type: none"> <li>- Document Retention Module = \$1,080</li> <li>- Export Module = \$600</li> </ul> <p><b>Grand Total Cost: \$13,976 (Server/Client maintenance, including 50 hours support, and extended functionality beyond EiStream)</b></p> <p><b>Details</b></p> <p>Note that these maintenance and support costs are based on 20% discounted software prices, based on the AOC EDMS contract with OSAM.</p> <ul style="list-style-type: none"> <li>- Production Document Imaging - \$600 first client, \$240 per client thereafter</li> </ul>	# Users	2 Fixed	12 Fixed	20 CC	Scan User	\$1,030.59			General User		\$2,439.53		Casual User			\$3,825.88	<p>* Notes:</p> <ul style="list-style-type: none"> <li>- Kofax integration maintenance costs are not considered in this comparison.</li> <li>- EiStream also charges an additional per optical archive manager server price. These are fixed prices and the total per user cost will come down per client as more clients are added.</li> </ul> <p>The server costs are:</p> <ul style="list-style-type: none"> <li>- Optical Archive Manager Server = \$2,100 ea. (\$4,200 total for our 2 servers)</li> </ul> <p>For a total of \$4,200 server license maintenance which is needed to be distributed over the clients.</p> <p>Total maintenance and support price:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="text-align: left;"># Users</th> <th style="text-align: right;">11 Concurrent</th> </tr> </thead> <tbody> <tr> <td>Casual User</td> <td style="text-align: right;">\$13,592.46</td> </tr> </tbody> </table> <p><b>Total Cost: \$13,592.46</b></p> <p>=====</p> <p><b>Details</b></p> <p>Note that these maintenance and support costs are based on current EiStream expenditures for maintenance.</p>	# Users	11 Concurrent	Casual User	\$13,592.46
# Users	2 Fixed	12 Fixed	20 CC																		
Scan User	\$1,030.59																				
General User		\$2,439.53																			
Casual User			\$3,825.88																		
# Users	11 Concurrent																				
Casual User	\$13,592.46																				

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OnBase (Projected)	EiStream (Current)													
- Workstation Client = \$48.00 per client - Workflow Workstation Client = \$60.00 per client - Concurrent client = \$96.00 per client														
<b>NOTE: A direct comparison of OnBase and EiStream maintenance and server costs for a comparable installation would reveal the following for a fixed number of user licenses (11):</b>														
- Scanning user = \$785.45 first client, \$425.45 per client thereafter - Closed Records user = \$216 per client * (Concurrent client + Workflow Concurrent Client)  The server costs are: - Multi-User License = \$600 - Workflow Server = \$1,200 The archiving costs are: - DVD Authoring = \$240  For a total of \$2,040 server/archiving license maintenance which is needed to be distributed over the clients.  Total maintenance price with the server maintenance costs added in:  <table border="1" data-bbox="305 867 686 1056"> <thead> <tr> <th># Users</th> <th>2 CC</th> <th>9 CC</th> </tr> </thead> <tbody> <tr> <td>Scan User</td> <td>\$1,210.90</td> <td></td> </tr> <tr> <td>Casual User</td> <td></td> <td>\$3,613.10</td> </tr> </tbody> </table>  Total support price for anticipated support: \$5,000 (50 hours)  <b>Total Cost: \$9,824.00 (Server/Client maintenance, including 50 hours support)</b>	# Users	2 CC	9 CC	Scan User	\$1,210.90		Casual User		\$3,613.10	- Imaging User = \$853.86 per client * (Concurrent client)  The server costs are: - Optical Archive Manager Server = \$2,100 ea. (\$4,200 total for our 2 servers)  For a total of \$4,200 server license maintenance which is needed to be distributed over the clients.  Total maintenance and support price: <table border="1" data-bbox="846 716 1162 810"> <thead> <tr> <th># Users</th> <th>11 Concurrent</th> </tr> </thead> <tbody> <tr> <td>Casual User</td> <td>\$13,592.46</td> </tr> </tbody> </table>  <b>Total Cost: \$13,592.46</b>	# Users	11 Concurrent	Casual User	\$13,592.46
# Users	2 CC	9 CC												
Scan User	\$1,210.90													
Casual User		\$3,613.10												
# Users	11 Concurrent													
Casual User	\$13,592.46													

The “Do Nothing” alternative was rejected for the following reasons:

- AOC Non-standard EDMS solution
- Support for the current version of eiStream that the Court is using expires 3/31/2005
- Lack of index automation
- Management reporting is limited
- Poor record retention management
- Retrieval expansion is not feasible with primary retrieval from MO WORM
- Limited user access within the Court
- No external user access outside the Court
- No integration with CMS business application
- No internal/external web access

To summarize, OnBase meets the Phoenix Municipal Court business requirements, is cost competitive with other vendor offerings in initial cost and recurring maintenance, and will bring the Court in compliance with the AOC standard.

## **H. Summary Project Management Schedule**

### Project Phases:

- **REQUIREMENTS ANALYSIS**
  - Evaluate current Court Management System (CMS) to determine interface needs with OnBase
  - Perform a feasibility study which identifies the ability of OnBase to achieve the technical and business requirements of the desired EDMS replacement
  - Review the state technology standards documents
  - Review the City of Phoenix Information Technology standards
  - Confer with Court Staff Attorney and Administrative staff regarding image certification and archival requirements
- **DESIGN**
  - Investigate, evaluate, develop, and propose the necessary software and hardware to run the application
  - Review the system requirements with OnBase and OSAM staff
  - Design a conversion process to migrate eiStream data into OnBase
  - Design a automated index approach for OnBase
  - Investigate, evaluate, develop, and propose a method to integrate Court Management System (CMS) with OnBase
  - Investigate, evaluate, develop, and propose areas of image retrieval expansion, beyond the Court's Closed Records Section
  - Develop EDMS reporting requirements
  - Develop EDMS workflow requirements
  - Develop training plan for OnBase users
  - Create a high level project plan
- **TESTING**
  - Unit test the data conversion routine to migrate eiStream data into OnBase
  - Unit test scanning process
  - Unit test automated index routine for OnBase
  - Unit test OnBase workflow routine
  - Unit test OnBase reporting
  - Unit test of OnBase retrieval and viewing process
- **IMPLEMENTATION**
  - Purchase and Install hardware (appliances, servers, clients, scanners, etc...)
  - Purchase and Install software (Windows 2003 Server, SQL 2000, OnBase, etc...)
  - Conduct the data conversion routine to migrate eiStream data into OnBase
  - Conduct automated index routine for OnBase
  - Conduct OnBase workflow routine
  - Conduct OnBase reporting
  - Train OnBase administrators
  - Train OnBase users

### Major Project Milestones:

- Evaluate current Court Management System (CMS) to determine interface needs with OnBase
- Perform a feasibility study which identifies the ability of OnBase to achieve the technical and business requirements of the desired EDMS replacement
- Confer with Court Staff Attorney and Administrative staff regarding image certification and archival requirements
- Purchase and Install hardware (appliances, servers, clients, scanners, etc...)
- Purchase and Install software (Windows 2003 Server, SQL 2000, OnBase, etc...)
- Migrate eiStream data into OnBase
- Automate indexing into OnBase
- Establish operational workflow process

- Train Closed Records staff on scanning, exception indexing, QA, and reporting
- Train Technology staff on WORM archival process, system maintenance, monitoring, security, reporting, and troubleshooting
- Begin processing new incoming concluded case files through OnBase
- Train Court read-only users on document retrieval and viewing process
- Train external Court read-only users on document retrieval and viewing process
- Expand image retrieval beyond the Court’s Closed Records Section (i.e. all Divisions in the Phoenix Municipal Court, and the City Prosecutor’s Office)

## Section II. Public Value and Benefits

### A. Value to the Public

<i>Detail Description of Project Benefits: VALUE TO THE PUBLIC</i>
<ul style="list-style-type: none"> <li>• Faster retrieval of closed records for customers since the system uses magnetic storage rather than optical jukeboxes with mechanical drivers.</li> <li>• More fields to use for retrieving documents. For example, a victim will be able to view a copy of an Order of Protection by entering her name only. The order number or the defendant’s name would not be needed. Currently, these physical files can only be retrieved if the requestor knows the Order number.</li> <li>• An alignment of index points between the Court’s case management database (CMS) and the new optical imaging system (OIS) will allow for a future merger of the two systems. In the future, a customer will be able to view the documents related to a judicial action recorded in CMS.</li> <li>• Access to the images will be available to all Court employees. For example, a judge would have immediate access to review the probationary restrictions for a prior conviction before issuing a sentence on a new case.</li> <li>• The proposed system will accommodate more files such as Orders of Protection.</li> </ul>

### B. Benefits to the State and Local Judiciary

<i>Factors to Include</i>
<p><b>Court Performance:</b> The extent to which duties and processes will improve or positively affect business functions. Consider reduced redundancy and improved consistency for the court.</p> <ul style="list-style-type: none"> <li>• By replacing the manual keying of index data for each case with an automated process, the number of index errors will be reduced by 95% and overall database accuracy increased.</li> <li>• The index fields in OIS will be identical to the information contained in CMS; therefore, there will be no need to double-check index information against CMS screens when the scanned files are audited.</li> <li>• The information in CMS and OIS is derived from the same source, and it is redundant to enter the information twice – once into each database.</li> </ul>
<p><b>Productivity Increase:</b> The improvements in quantity or timeliness of services or deliverables. Consider improved turnaround time or expanded capacity of key processes.</p> <ul style="list-style-type: none"> <li>• By automating the index step, the overall time required from scanning through quality assurance auditing will be decreased.</li> <li>• The proposed high volume scanner will scan the pages faster than the older scanner that we currently use. The proposed Bell + Howell scanner produces clear, crisp images with little speckling and has lower maintenance requirements.</li> <li>• The NAS storage solution will allow rapid retrieval and eliminate the current “traffic jams” that result from multiple simultaneous requests for access to different optical platters.</li> </ul>

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**Operational Efficiency:** Rating may be based on improved use of resources, greater flexibility in court responses to stakeholder requests, reduction or elimination of paperwork, legacy systems, or manual tasks.

- The images will be accessible by all court employees and, in the future, by other City departments.
- Web browser access will allow for simplified dissemination of application access and related EDMS enhancements from the server by the Court's IT staff, rather than locally installed clients on each workstation.
- The reduction in the amount of manual indexing and the increased speed of the new system will allow for the scanning of additional documents types that the current system and staffing level cannot accommodate.

**Accomplishment Probability:** The extent to which this project is expected to have a high level of success in completing all requirements for the division or court.

- The proposed system meets the operating and reporting requirements of the Court.
- A similar system has been operating successfully at the Maricopa County Superior Court.
- The Court's technology division has EDMS experience and will serve as the system administrators.
- The proposed vendor will provide comprehensive training for the Court's IT staff and user supervisory staff.

**Functional Integration:** The impact the project will have in eliminating redundancy or improve consistency. Consider the impact of information sharing between departments or divisions, or between agencies in the State.

- The index fields in OIS will be identical to the information contained in CMS; therefore, there will be no need to double-check index information against CMS screens when the scanned files are audited.
- The information in CMS and OIS is derived from the same source, and it is redundant to enter the information twice – once into each database.
- Implementation of an imaging system compatible with other Arizona courts will facilitate the trend towards interactive technology between different criminal justice organizations.

**Technology Sensitive:** The implementation of the right types of technology to meet clear and defined goals and to support key functions. Consider technologies and systems already proven within the court, division, or other similar organizations.

- The proposed EDMS system is more technologically sophisticated than the Court's current system to the extent that a module is available for integrating the proposed EDMS system with the Court's primary business line application, CMS.
- The proposed EDMS is the AOC standard.
- The proposed OnBase system is similar to the imaging system used at the Maricopa County Superior Court. Implementation of an imaging system compatible with other Arizona courts will facilitate the trend towards interactive technology between jurisdictions.

**Other:** List any other applicable benefit.

- The current optical imaging system will not be supported by the software vendor after March 31, 2005.

**FINANCIAL AND INTANGIBLE BENEFITS DESCRIPTION**

- The proposed optical imaging system will be a step towards providing users access to data currently only available through the Closed Records section of the Phoenix Municipal Court.
- The proposed system moves the Phoenix Municipal Court closer to a State of Arizona interlinked data retrieval system for judicial courts.

### Section III. Financial Assessment

#### A. Development Costs

<i>Fiscal Year</i>						
<i>Description</i>	<i>FY2005/06</i>	<i>FY2006/07</i>	<i>FY2007/08</i>	<i>FY2008/09</i>	<i>FY2009/10</i>	<i>Total*</i>
<b><i>The number of FTE and third-party positions</i></b>						
1. IT FTE Positions	.50					<b>(Do not use)</b>
2. User FTE Positions	.25					
3. Professional and Outside Positions	.25					
4. Total Positions *	1.00					
<b><i>The development costs in thousands (\$000)</i></b>						
5. IT FTE COST (Include ERE)	43.4					43.4
6. User FTE COST (Include ERE)	11					11
7. IT Services (Professional and Outside Cost )	173.5					173.5
8. Hardware	100.95					100.95
9. Software	53.9					53.9
10. Communications	0					0
11. Facilities	7.5					7.5
12. Licensing and Maintenance Fees	8.9					8.9
13. Other (Training)	37.75					37.75
14. Total**	436.9					436.9

\* Items 1 through 3 are included in *Section I. F. Roles and Responsibilities*.

\*\* Items 7 through 13 are included in *Appendix A. Itemized List with Costs*.

**B. Operating Costs**

<i>Fiscal Year</i>						
<i>Description</i>	<i>FY2005/06</i>	<i>FY2006/07</i>	<i>FY2007/08</i>	<i>FY2008/09</i>	<i>FY2009/10</i>	<i>Total**</i>
<i>The number of FTE and third-party positions</i>						
1. IT FTE						(Do not use)
2. User FTE						
3. Professional & Outside Positions	.005	.005	.005	.005	.005	
4. Total Positions *	.005	.005	.005	.005	.005	
<i>The operating costs in thousands (\$000)</i>						
5. IT FTE COST (Include ERE)						
6. User FTE COST (Include ERE)						
7. IT Services (Professional and Outside Cost)	1.5					1.5
8. Hardware					20	20
9. Software		.825	.825	.825	.825	3.3
10. Communications						
11. Facilities						
12. Licensing and Maintenance Fees		16.6	18.6	20.6	18.6	74.4
13. Other – Additional Storage			7			7
14. Total**	1.5	17.425	26.425	21.425	39.425	106.2

\* Items 1 through 3 are described in *Section I.F. Roles and Responsibilities*.

\*\* Items 7 through 13 are described in *Appendix A. Itemized List with Costs*.

**C. Total Project Cost**

<i>Fiscal Year (\$000)</i>						
<i>Description</i>	<i>FY2005/06</i>	<i>FY2006/07</i>	<i>FY2007/08</i>	<i>FY2008/09</i>	<i>FY2009/10</i>	<i>Total</i>
1. Development Costs	436.9					436.9
2. Operating Costs	1.5	17.425	26.425	21.425	39.425	106.2
3. Total Project Costs	438.4	17.425	26.425	21.425	39.425	543.1

**D. Funding**

**1. Funding Timeline**

<i>Five Year Total (\$000)</i>						
<i>Court</i>	<i>FY2005/06</i>	<i>FY2006/07</i>	<i>FY2007/08</i>	<i>FY2008/09</i>	<i>FY2009/10</i>	<i>Total</i>
1. Available Base Funding	55.9	17.425	19.425	21.425	19.425	133.6
2. Additional Appropriations						
3. Other Funding Source						
4. Local JCEF	382.5		7		20	409.5
5. Total Funding (*)	438.4	17.425	26.425	21.425	39.425	543.1

**2. Funding Source**

<i>Funding Source (\$000)</i>			
<i>Name of Funding Source</i>	<i>Available Base</i>	<i>New Appropriations Request</i>	<i>Total</i>
1. General Fund	133.6		133.6
2.			
3.			
4. Local JCEF		409.5	409.5
5.			
6.			

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7. Federal Funding			
8. Funding Source Total (*)	133.6	409.5	543.1

(\*) Total equals **Section III. C. Total Project Costs.**

## Section IV. Risk Assessment

### A. Risk Summary

Score your project risk on a scale of 1 to 5 with 1 being the lowest risk. Comment as appropriate to explain your assessments.

<i>Category</i>	<i>SCORE</i>	<i>Description</i>
1. Strategic	<b>1</b>	Aligns with Court and Statewide Enterprise Architecture, goals, objectives, policies, standards and IT strategic plan.
Comment: The selected replacement EDMS is the State standard.		
2. Management	<b>1</b>	Senior and intermediate management is involved in, and supports, the project. A steering committee/project team is in place.
Comment: Judiciary and Court Management are committed to the successful implementation of the EDMS replacement, a steering committee is in place, and key staff are conversant in project management discipline.		
3. Operational	<b>2</b>	Adverse effects on current operations are unlikely or contingency plans are in place. Supports Agency Performance Measures.
Comment: Any undertaking of this kind involves changes in procedure and a learning curve by staff, and is therefore a risk. Both the current EDMS solution and the replacement EDMS solution will be on-line during the testing, training, and initial go-live phase.		
4. Scope and Requirements	<b>1</b>	Scope and requirements are, or will be, clearly defined and approved. Effect on business processes has been assessed.
Comment: The Phoenix Municipal Court has a clear understanding of the project scope and the requirements for successful implementation.		
5. Technologies Competency	<b>2</b>	Agency has available, or will secure appropriate skills to implement the project. Organizational readiness has been assessed.
Comment: The Phoenix Municipal Court has no formal experience with OnBase. However, the Court will be utilizing the professional services of an experienced OnBase integrator and will pursue OnBase training for technical staff to maintain the proposed OnBase system.		
6. Infrastructure Dependencies	<b>1</b>	All key elements are included to fully implement the project. No additional costs are anticipated to deliver benefits.
Comment: Other than EDMS software acquisition, new server, scanner, and NAS acquisitions, the infrastructure is sufficient to meet the needs of this project.		

## Project Approvals

The JPIJ must be transmitted to AOC/COT by email. The project approvals block may be sent via mail or FAX. Please include the Project Title for identification.

Project Title: **City of Phoenix: Municipal Court  
 Electronic Document Management System (EDMS) Replacement**

<i>Responsibility</i>	<i>Approval Signature and Title</i>	<i>Date</i>
Chief Presiding Judge:	/s/ _____ B. Robert Dorfman	_5_/4_/2005_
Executive Court Administrator:	/s/ _____ James R. Scorza	_5_/2_/2005_
Project Manager	/s/ _____ John Melisko, Jr.	_5_/2_/2005_
Project Sponsor	/s/ _____ Ronald P. Beguin, IST Division Director	_5_/2_/2005_

## **Appendices**

***A. Itemized List with Costs***

***B. Connectivity Diagram***

***C. Gantt Chart, Project Management Timeline***

**Appendix A. Itemized List with Costs**

Cost Category		Unit Costing		Cost Classification	
Item	Description	Unit Cost	Quantity	Development	Operating
<b>Outside Consultant Costs</b>					
OSAM	System Design Documentation (2 days)	\$1,500	2 Days	\$3,000	
	Installation (5 days)	\$7,500	1 Each	\$7,500	
	Workflow Analysis (5 days)	\$8,500	1 Each	\$8,500	
	Workflow Installation (35 days)	\$59,500	1 Each	\$59,500	
	On-site support (10 hour block)	\$1,500	1 Each		\$1,500
	eiStream to OnBase Conversion	\$95,000	1 Each	\$95,000	
	End User Training Per day	\$2,000	5 Days	\$10,000	
	End User Training Per Attendee	\$50	17 Each	\$850	
	Administrator User Training Per Day	\$2,000	1 Each	\$2,000	
	Administrator User Training Per Attendee	\$100	5 Each	\$500	
Hyland	System Administrator On-site Training for 5 staff (\$10,000 + \$100 per student, and includes estimate for T&E)	\$12,500	1 Each	\$12,500	
	Workflow Administrator Off-site Training (\$2000 course cost per student, and includes estimate for T&E)	\$3,500	3 Each	\$10,500	
Interface Training	MS SQL Server 2000 Administration	\$1,395	1 Each	\$1,395	
<b>Subtotal</b>				<b>\$211,245.00</b>	<b>\$1,500.00</b>
<b>Hardware Costs</b>					
NAS	Network Attached Storage	\$16,951	1 Each	\$16,951	
	Storage Expansion	\$7,000	1 Each		\$7,000
Scanner	Bell + Howell Scanner	\$20,000	1 Each	\$20,000	\$20,000
	Scanner Maintenance Kit	\$1000	1 Each	\$1000	
Server	Web Server	\$8,500	1 Each	\$8,500	
	Database Server	\$8,500	1 Each	\$8,500	
Rack	Rack Console	\$1,100	1 Each	\$1,100	
	Rack Cooling Kit	\$400	1 Each	\$400	
	Modular PDU	\$400	2 Each	\$800	
Tape Library	IBM 3583 Tape Library Expansion	\$25,000	1 Each	\$25,000	
Workstation	Replacements / New Archival Unit	\$2,000	6 Each	\$12,000	
	21" Monitor	\$500	7 Each	\$3,500	
	Memory Upgrades (256MB)	\$100	20 Each	\$2,000	
	Memory Upgrades (512MB)	\$200	6 Each	\$1,200	
<b>Subtotal</b>				<b>\$100,951.00</b>	<b>\$27,000.00</b>
<b>Software Costs</b>					
OnBase Modules	Multi-User License (trade-in)	\$0	1 Each	\$0	
	Web Server	\$8,000	1 Each	\$8,000	
	Concurrent Client (trade-in)	\$0	11 Each	\$0	
	Concurrent Client (Departmental	\$0	33 Each	\$0	

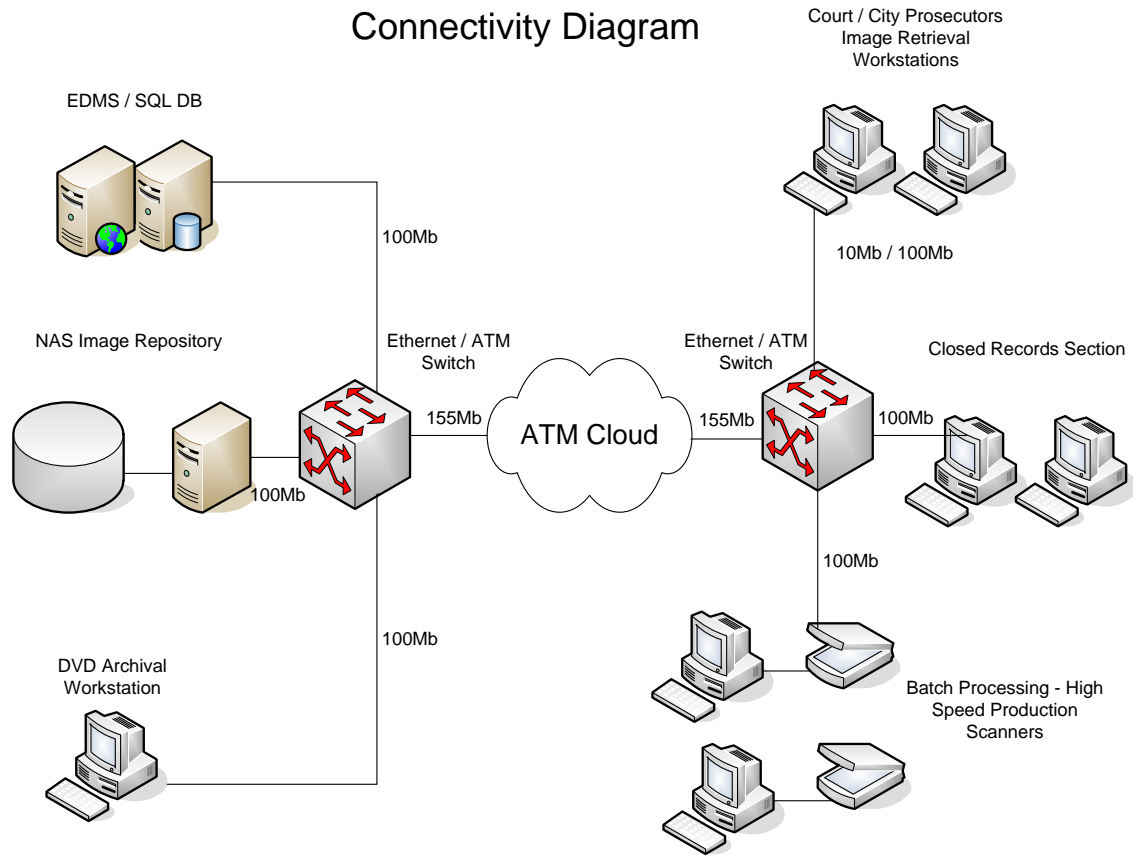
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Cost Category		Unit Costing		Cost Classification	
Item	Description	Unit Cost	Quantity	Development	Operating
	Transfer)				
	Workflow Departmental Server (trade-in)	\$0	1 Each	\$0	
	Workflow Concurrent Client (trade-in)	\$0	11 Each	\$0	
	Workflow Concurrent Client	\$800	4 Each	\$3,200	
	Document Import Processor (Rental, \$500 per month)	\$500	1 Month	\$500	
	Production Document Imaging (Departmental Transfer)	\$0	5 Each	\$0	
	DVD Authoring	\$1,600	1 Each	\$1,600	
	Export	\$4,000	1 Each	\$4,000	
	Document Retention	\$7,200	1 Each	\$7,200	
	Report Writer	\$4,000	1 Each	\$4,000	
Microsoft	SQL Server 2000 Standard	\$430	2 Each	\$860	
	SQL Server 2000 Standard Media	\$20	1 Each	\$20	
	SQL Server 2000 Standard CAL	\$94	30 Each	\$2,820	
	Windows 2003 Server License	\$500	6 Each	\$3,000	
	Windows 2003 CAL	\$19	450 Each	\$8,388	
Executive Software	Diskeeper 9 & Undelete 5	\$1,500	3 Each	\$4,500	
Sybase	Sybase SQL Anywhere Studio	\$1,000	1 Each	\$1,000	
IBM	Tivoli Backup Client for Server (per processor charge)	\$500	8 Each	\$4,000	
Barcode	UNIX Barcode software (annual subscription)	\$825	5 Years	\$825	\$3,300
<b>Subtotal</b>				<b>\$53,913.00</b>	<b>\$3,300</b>
<b>Licensing and Maintenance</b>					
OnBase Modules	Maintenance on trade-in modules	\$4,176	1 Each	\$4,176	
	Maintenance on Departmental Transfer	\$4,728	1 Each	\$4,728	
	Yearly Maintenance Renewal	\$13,104	4 Years		\$52,416
OSAM	Yearly On-site support 10 hour block	\$1,500	4 Each		\$6,000
Bell + Howell	Yearly Scanner Maintenance (Scanner #1)	\$2,000	4 Years		\$8,000
	Yearly Scanner Maintenance (Scanner #2)	\$2,000	3 Years		\$6,000
Dell	NAS /Server Maintenance (2 years extended coverage, beyond 3 year base warranty)	\$2,000	1 Each		\$2,000
<b>Subtotal</b>				<b>\$8,904.00</b>	<b>\$74,416.00</b>
<b>Facilities</b>					
Closed Records	Modular Furniture Reconfiguration	\$6,000	1 Each	\$6,000	
Computer Room	New Electrical Installation	\$1,500	1 Each	\$1,500	
<b>Subtotal</b>				<b>\$7,500.00</b>	
<b>FTE Labor</b>					
IT FTE	IT FTE Labor Costs		Total	\$43,411	
User FTE	User FTE Labor Costs		Total	\$11,030	
<b>Subtotal</b>				<b>\$54,441.00</b>	

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<b>Cost Category</b>		<b>Unit Costing</b>		<b>Cost Classification</b>	
<b>Item</b>	<b>Description</b>	<b>Unit Cost</b>	<b>Quantity</b>	<b>Development</b>	<b>Operating</b>
				<b>Total Developmental Costs</b>	<b>\$436,954.00</b>
				<b>Total Operational Costs</b>	<b>\$106,216.00</b>
				<b>TOTAL PROJECT COSTS</b>	<b>\$543,170.00</b>

## Appendix B. Connectivity Diagram



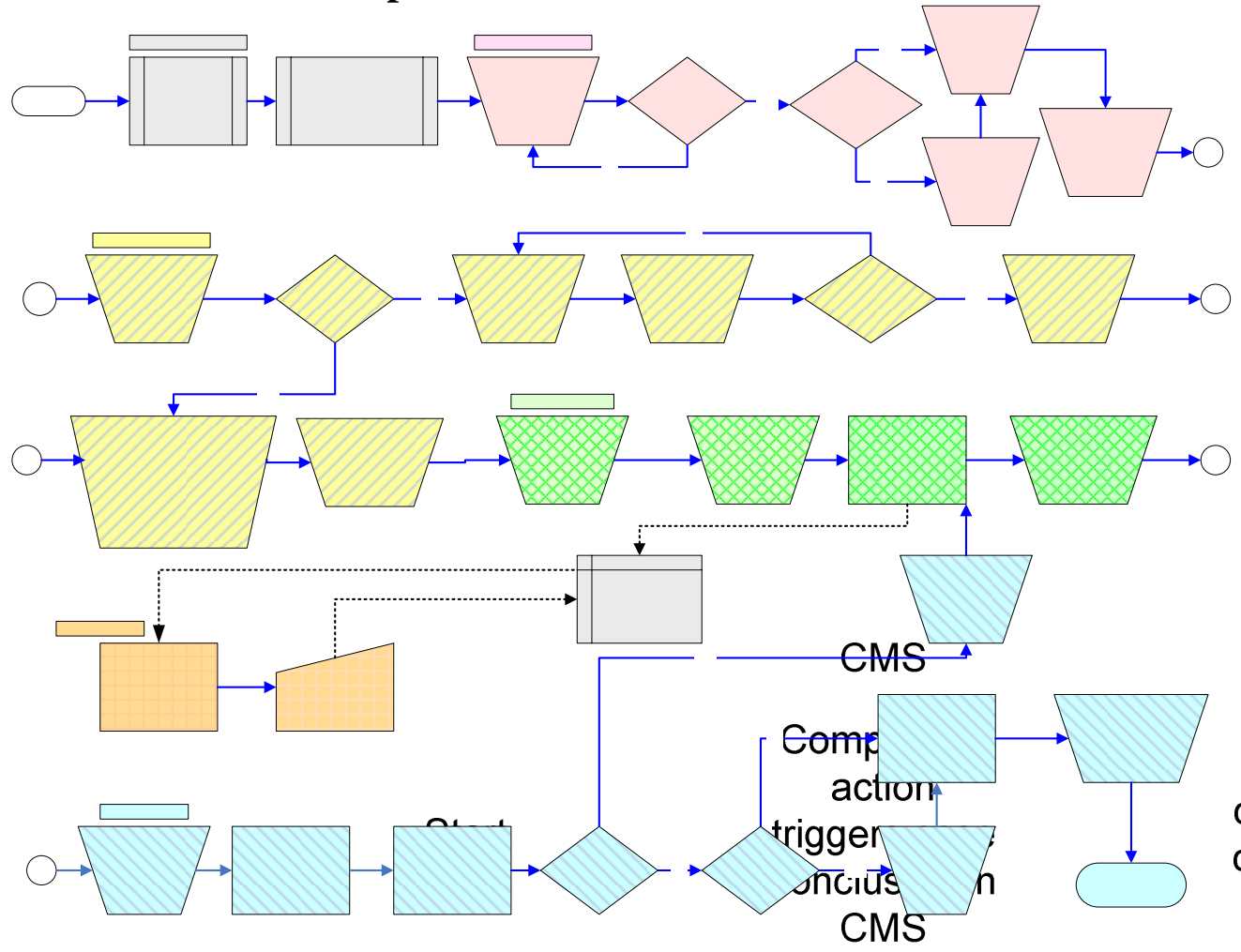
**APPENDIX C. Gantt Chart, Project Management Timeline**

ID	Task Name	Start	Finish	2004		2005											
				Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Planning & Design	11/1/2004	5/30/2005	[Blue bar spanning from Nov 2004 to May 2005]													
2	Development / Software	6/1/2005	9/30/2005	[Blue bar spanning from Jun 2005 to Sep 2005]													
3	Hardware Acquisition & Installation	7/1/2005	8/30/2005	[Blue bar spanning from Jul 2005 to Aug 2005]													
4	Conversion	8/1/2005	10/31/2005	[Blue bar spanning from Aug 2005 to Oct 2005]													
5	Training	10/3/2005	10/31/2005	[Blue bar spanning from Oct 2005 to Oct 2005]													
6	Implementation	11/1/2005	12/30/2005	[Blue bar spanning from Nov 2005 to Dec 2005]													

Note that the project schedule will be developed during the planning phase

**Appendix D. Proposed OnBase Workflow**

**Proposed OnBase Workflow Model**



File Prep Clerks

Count files.  
 Sort by  
 concluded  
 date

A

Appeal pe  
 hold expi

## Glossary

Word or Abbreviation	Meaning
AOC	Administrative Office of the Courts
CMS	Court Management System
EDMS	Electronic Document Management System
NAS	Network Attached Storage
OnBase	An electronic document management software package
OSAM	EDMS vendor

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